

Position Description

POSITION TITLE	Senior Administration Officer, Council Services Delivery
POSITION NUMBER	103210
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 4
POSITION TYPE	Permanent Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Council Services / Council Services Delivery
LOCATION/S	Anmatjere / Atitjere / Lajamanu / Laramba / Yuendumu
SUPERVISOR	Program Manager, Council Services Delivery / Coordinator, Council Services Delivery
POSITIONS SUPERVISED	This position has 1 –2 direct reports as required

PRIMARY OBJECTIVE

The Senior Administration Officer, Council Services Delivery is responsible for providing quality administrative and customer service support for Council Services Delivery in accordance with Central Desert Regional Council strategic and regional plans, policies, procedures and relevant legislation.

KEY DUTIES AND RESPONSIBILITIES

1. Provide professional customer service to internal and external customers and clients including;
 - a. Efficient and informed telephone, email and face to face interactions; and
 - b. Clear communication of Council and Council Services Delivery requirements, processes and systems.
2. Provide administrative services to the Council Services Delivery Team including:
 - a. General administrative support, including raising purchase orders, meeting support and general enquiries, resolve routine issues and enquiries;
 - b. Basic human resources and administration services, including recruitment, payroll enquiries and advertising vacant positions within the Team;
 - c. Document management, ensuring the correct documents are used and filed as per departmental procedures;
 - d. Ensuring there are adequate office supplies, including paper, stationery and other relevant office supplies; and
 - e. Accurate data entry including documents, spreadsheets and department specific programs.
3. Supervise and assist with the provision of contract services provided by Council e.g. Centrelink and Australia Post.
4. Be engaged in an effective and proactive health, safety and wellbeing culture.
5. Any other reasonable duties delegated by the Supervisor which are within level.

SELECTION CRITERIA

Essential

1. Certificate IV in a related discipline and/or knowledge and skills gained through on-the-job training.
2. Demonstrated strong administrative skills in an office environment.
3. Demonstrated strong interpersonal skills with the ability to provide advice and resolve issues.
4. Demonstrated literacy, numeracy and computer keyboard skills of a high standard, with emphasis on word processing, data entry and spreadsheets.
5. Demonstrated good customer service and cross-cultural communication skills.
6. Demonstrated ability to use judgement to resolve common workplace issues.
7. Proven ability to manage multiple deadlines and work under pressure.
8. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
9. Ochre Card.

Desirable

1. Current Class C Licence.
2. Experience mentoring or supervising staff.