

Position Description

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| POSITION TITLE | Senior Administration Officer |
| POSITION NUMBER | 104502 |
| AWARD | Local Government Industry Award |
| CLASSIFICATION | CDRC Enterprise Agreement – Level 4 |
| POSITION TYPE | Fixed Term Full Time (38 hours per week) |
| DIRECTORATE/PROGRAM | Community Services / Aged Care |
| LOCATION/S | Alice Springs |
| SUPERVISOR | Regional Manager, Aged Care |
| POSITIONS SUPERVISED | This position has no direct reports |

PRIMARY OBJECTIVE

The Senior Administration Officer is responsible for providing quality administrative and customer service support for aged care services 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 aged care clients.
2. Provide administrative services to the Aged Care Services Team including;
 - a. General administrative support, meeting support and general enquiries, resolving routine issues and enquiries;
 - b. Raising purchase orders and entering detailed invoice data and coordinate delivery of goods;
 - c. Receiving, collating, recording, reporting and reconciling client payments and fees for Aged Care Service;
 - d. General human resources services, including recruitment, payroll enquiries and advertising vacant positions within the Team;
 - e. Document management, ensuring the correct documents are used and filed as per departmental procedures;
 - f. Ensuring there are adequate office supplies including paper, stationery and other relevant office supplies; and
 - g. Accurate data entry including documents, spreadsheets and department specific systems.
3. Be engaged in an effective and proactive health, safety and wellbeing culture.
4. 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. Current C Class Licence and willingness to travel to and stay in remote communities.
10. Acceptable Police Check.
11. Ochre Card.