

# Receptionist/ Administration Officer

Join the Paroo Shire Council Team  
Click on the link below and find the job that is YOU!  
Launch your new career NOW!



Sitting in stunning Southwest Queensland, a stone's throw from the NSW border and a short sidestep (or two) to the South Australia border, the Paroo Shire comprises of four towns, Cunnamulla, Eulo, Wyandra and Yowah. The shire hosts vast cultural diversity within its vibrant rural communities with a shire population of approximately 1679 residents. Main industries include but certainly not limited to within the shire include beef, prime lamb, wool and goat production, apiary, wildlife harvesting, opal mining and the growing tourism industry.

## About Paroo Shire Council

A Paroo Shire Council career goes beyond business as usual. You'll find exciting development pathways rich in opportunity. Our thriving and engaged culture-first workplace is built on the passion and talent of people who proudly deliver vital services and exciting projects to a community they care about.

Our organisation comprises of a multicultural workplace of around 75 (2023-2024) full-time, part-time and casual employees, all benefiting from great flexibility, work/life sway, study support, health and wellbeing initiatives and ongoing learning.

Paroo Shire Council has a close-knit culture, with networking encouraged to support all teams.

## Why You'll Like Working Here

At Paroo Shire Council, we are committed to our community and its environment and provide our employees with the same level of commitment and care. As a member of a close-knit team, you will experience a connected and supportive environment.

The team you will join is welcoming and knowledgeable and ready to collaborate to continually improve our systems and processes.

We offer diverse and rewarding work, ongoing training and development opportunities, and genuine work-life balance. Additionally, our staff have the opportunity to deliver on initiatives that have a tangible impact on the daily lives of residents.

We will offer you a competitive remuneration packaging and allowances

- Partly furnished accommodation where you can create a home may be considered
- Relocation expenses considered on application
- Time to relax with family and friends with 4 weeks annual leave and 17.5% loading
- A nine (9) day fortnight to enjoy a leisurely long weekend
- Uniforms so that you never need to find something to wear.

**If you would like further information, please contact:  
Denise O'Brien Manager Human Resources on  
07 4655 8400, or simply email a cover letter and your resume outlining your  
qualifications and experiences to [hr@paroo.qld.gov.au](mailto:hr@paroo.qld.gov.au)**

We invite you to learn more about what Paroo Shire Council has to offer at  
<https://www.paroo.qld.gov.au/>

**[CALL NOW](#)**



## Paroo Shire Council Position Description

**Title:** Receptionist/Administration Officer  
**Award:** Queensland Local Government Industry Award (Stream A) – State 2017, and Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024.  
**Level:** 3  
**Department:** Office of the CEO  
**Location:** Cunnamulla

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### Position Objectives

This role is to provide reception duties and administration needs of Council across all departments. You will be the first point of contact for face to face and telephone enquiries to Council. You will support the administration needs of Council and to complete your assigned tasks to the specified level in the assigned timeframes, while maintaining confidentiality when handling information and documents.

### Reporting Arrangements and Delegations

- This role reports directly to the Administration & Finance Manager and is a part of the Corporate Services, Governance & Risk Department and/or can be a part of any department within Council and reporting arrangements will vary as required by operational needs.
- It has no direct or indirect reports, however the role requires you to work with people from a range of teams within Council.

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### Key Selection Criteria

1. Ability to comply with Council policies and procedures, including Staff Code of Conduct and WHS Policy;
2. Ability to complete all the assigned tasks to the level required and within the assigned timeframe;
3. Ability to handle all assigned tasks while maintaining confidentiality and respecting the privacy of any individuals or organisations involved;
4. Demonstrate a high level of customer service within their area of responsibility; and
5. Ability to communicate clearly and effectively with co-workers, managers and the community.

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### Skills and Experience

- Strong computer skills, including Microsoft Office 365 experience;
- A high level of interpersonal and communication skills;
- Willingness to learn; including new computer software, policies and processes specific to the needs of Local Government Councils in particular;
- The ability to juggle competing priorities and enjoy a challenge;
- Excellent attention to detail;
- Customer service focus and strong communication skills;
- Understanding of Workplace Health and Safety as well as safe work practises;
- Experience in specific areas of administration such as finance, payroll or data analysis; and

## Qualifications

- Experience in providing effective administrative support, essential;
- Certificate III in Business or similar qualification, desirable;
- Previous experience in Local Government;
- Ability to legally operate a motor vehicle under a 'C' Class Queensland Drivers Licence or higher is an essential requirement for this position.

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## Key Responsibilities and Duties

- The Receptionist/Administration Officer to be the first point of contact for face to face and phone contacts at the Civic and Community Enterprise Centre;
- Handle a range of environmental health responsibilities, including the processing of applications, dog registrations, food recall advice and communications with stakeholders;
- Handle and process planning and building enquiries and applications;
- Reception related administrative responsibilities including cash handling, stationary orders, reporting and record storage;
- In addition to your area of specialty, you may be required to provide general administrative duties across a range of other Council departments;
  - Finance and Governance
  - Community Support
  - Human Resources
  - Executive Support
- Provide a high level of customer service to managers, co-workers and customers;
- Respond to customer enquiries and ensure they are attended to in a timely manner;
- Data entry and basic data analysis using spreadsheets or specialist software; and
- Comply with council policies and procedures including Code of Conduct and Workplace Health and Safety Policy.

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## ADDITIONAL POSITION REQUIREMENTS

The incumbent must be:

- Prepared to work flexible hours to meet the requirements of the position;
- Medically fit and physically capable to meet requirements of the position; and
- In compliance with legislation and Paroo Shire Council Policy you will be required to provide a current National Police Check Certificate and have a Pre-Employment Health Assessment.

## Ethical Behaviour

Employees must:

- Perform all jobs, tasks and processes in accordance with relevant guidelines and standards;
- Operate and maintain all Council assets including plant, fleet and equipment within Council guidelines and manufacturers' specifications;
- Behave in a manner consistent with Council's Code of Conduct and HR policies and the Local Government Act 2009; and
- Maintain confidentiality of all Council information obtained during the course of employment.

## Customer Service

Employees must:

- Foster and maintain strong public relations with Council's ratepayers, clients and other bodies directly or indirectly associated with Council; and
- Provide consistent and excellent customer services to all stakeholders.

## Teamwork and Participation

Employees must:

- Establish and maintain effective professional relationships with the Chief Executive Officer,

- managers, supervisory staff, employees and contractors; and
- Maintain a positive team culture based on honesty, trust and integrity.

**OTHER INFORMATION**

- Paroo Shire Council is an Equal Employment Opportunity employer;
- All Employees within Council are subject to an initial three-month probationary period; and
- It is essential that applicants are interested in the lifestyle and unique rewards of working towards the development and prosperity of a small rural remote community.

**PHYSICAL REQUIREMENTS**

SEDENTARY WORK							
Light Duty	Frequent lifting / carrying of objects weighing up to 5kgs.					<input checked="" type="checkbox"/>	
Work	Frequent lifting / carrying of objects weighing up to 10kgs.					<input type="checkbox"/>	
Heavy Work	Frequent lifting / carrying of objects not exceeding 25kgs					<input type="checkbox"/>	
WORK ENVIRONMENT							
ATTRIBUTE			MANOEUVRE	FREQUENT	OCCASIONAL	NONE	
Chemicals	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Cold	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Dampness	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Fumes/gases	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Heat / Humidity	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Heights	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	PLANT OPERATION				
Noises	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	Maximum seat rating of 120kgs				
SPECIFIC ACTIONS REQUIRED				AUDIO – VISUAL DEMANDS		REPETITIVE MOTIONS	
This job may include:							
Standing/Walking	Sitting	Driving		Hearing	<input checked="" type="checkbox"/>	Foot Movement	<input type="checkbox"/>
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/>	None	Depth Perception	<input type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/>	Occasional	Colour Discrimination	<input type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>
<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/>	1-4 hrs	Peripheral Vision	<input type="checkbox"/>	Finger Dexterity	<input checked="" type="checkbox"/>
<input type="checkbox"/> 4-6 hrs	<input type="checkbox"/> 4-6 hrs	<input type="checkbox"/>	4-6 hrs			Simple Grasping	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6-8 hrs	<input checked="" type="checkbox"/> 6-8 hrs	<input type="checkbox"/>	6-8 hrs				

**POSITION DESCRIPTION ACCEPTANCE**

*I agree and accept all terms, conditions and duties outlined in this document.*

Employee Name..... Date.....

Employee Signature.....

CEO Name      CASSANDRA WHITE      Date 1/11/2023

CEO Signature 