



Date of last amendment : 05/01/2023

Administration Officer

- Support the Administration needs of Council
- Complete your assigned tasks to the specified level in the assigned timeframes
- Be a first point of contact for Face to Face and Telephone enquiries to Council
- Maintain Confidentiality when handling information and documents

Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Work Health and Safety	<ul style="list-style-type: none">• Comply with council policies and procedures including Code of Conduct and Workplace Health and Safety Policy	12 months
2	Administration	<ul style="list-style-type: none">• Complete all assigned tasks to the level required and within the assigned timeframe• Handle all assigned tasks while maintaining	6 months
3	Confidentiality	confidentiality and respecting the privacy of any individuals or organisations involve	6 months
4	Communication and Customer Service	<ul style="list-style-type: none">• Communicates clearly and effectively with Co-workers, managers and the community• Provides a high level of customer service within their area of responsibility	6 months

Other roles and responsibilities

- Provide administrative support to specific areas of Council:
- Finance and Governance
- Community Support
- Human Resources
- Executive Support
- In addition to your area of specialty, you may be required to provide general administrative duties across a range of other Council departments
- Assist 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
- Other reception related administrative responsibilities including cash handling, stationary orders, reporting and record storage
- 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
- Comply with council policies and procedures including Code of Conduct and Workplace Health and Safety Policy

Reporting Arrangements

- This role is can be a part of any department within Council and reporting arrangements will vary accordingly.
- It has no direct or indirect reports, however the role requires you to work periodically with

General Conditions of Employment

- This role Stream A, Level 2
- The position is covered by:
- Queensland Local Government Industry (Stream A) Award – State 2017 or its successor award
- Paroo Shire Council – Non - Operational Staff Certified Agreement 2021-2024 or it's successor agreement
- This position will be required to work from Council's Administration Office in Cunnamulla and may be required to work outside of standard business hours.
- 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 if you are successful in your application.

Previous experience

Essential:

- 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
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Excellent attention to detail

- Customer service focus and strong communication skills

Desirable

- Experience in specific areas of administration such as finance, payroll or data analysis
- Previous experience in Local Government
- Certificate 3 in Business or similar qualification; or
- Demonstrated experience in providing effective administrative support
- Higher level qualifications in Business, Finance, IT or similar areas.

Education

Minimum qualification of either:

Certificate 3 in Business or related field **and** experience in a similar role

Higher level tertiary qualifications within a relevant field