



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

Position Objectives

This role is to provide reception duties and administration needs of Council across all departments. You are required 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 Office of the CEO 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.

Key Selection Criteria

1. Comply with Council policies and procedures, including Staff Code of Conduct and WHS Policy;
2. Complete all the assigned tasks to the level required and within the assigned timeframe;
3. Handle all assigned tasks while maintaining confidentiality and respecting the privacy of any individuals or organisations involved;
4. Provide clear and open communication to your team members;
5. Represent Council positively and professionally and comply with policies and procedures; and
6. Communicate clearly with other Council teams.

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
- Previous experience in Local Government.

Qualifications

- Demonstrated experience in providing effective administrative support, essential;

- Certificate 3 in Business or similar qualification, desirable;
- Higher level qualifications in Business, Finance, IT or similar areas, desirable; and
- Ability to legally operate a motor vehicle under a 'C' Class Queensland Drivers Licence or higher is an essential requirement for this position.

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;
- 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.

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"/>	<input type="checkbox"/> None	<input type="checkbox"/>	<input type="checkbox"/> None	Depth Perception	<input type="checkbox"/>	Fine Manipulation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Occasional	<input type="checkbox"/>	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/>	<input type="checkbox"/> Occasional	Colour Discrimination	<input type="checkbox"/>	Pushing/Pulling	<input type="checkbox"/>
<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/>	<input type="checkbox"/> 1-4 hrs	<input type="checkbox"/>	<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"/>	<input type="checkbox"/> 4-6 hrs	<input type="checkbox"/>	<input type="checkbox"/> 4-6 hrs			Simple Grasping	<input checked="" type="checkbox"/>
<input type="checkbox"/> 6-8 hrs	<input checked="" type="checkbox"/>	<input type="checkbox"/> 6-8 hrs	<input type="checkbox"/>	<input type="checkbox"/> 6-8 hrs				

POSITION DESCRIPTION ACCEPTANCE

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

Employee Signature.....

Employee Name.....

Date.....

CEO Signature.....

CEO Name.....

Date.....