



Administration Officer Position Description

1 Incumbent

Name: ***

Date Commenced: ***

2 Industrial Instrument and Level

Shire of Corrigin Enterprise Agreement 2022, Level 4.1 to Level 5.1

3 Position Summary

To provide efficient and effective delivery of quality customer service to meet the expectations of the Council and the needs of the Community.

4 Requirements of Position

4.1 Skills

Developed public relations and customer service skills.

Developed written and verbal communication skills.

Developed time management and organisation skills.

4.2 Knowledge and experience

Demonstrated experience in providing high quality customer service to a diverse range of customers.

Working knowledge of administration and office procedures.

Developing knowledge of records management policies and procedures.

Demonstrated experience in processing incoming payments including balancing of transactions and preparation of banking.

4.3 Qualifications and/or training

Completed compulsory schooling with competency in English and Maths.

Hold a current "C" (Car) Licence.

Completed Department of Transport training course and hold a Department of Transport Operator ID, or be eligible to undertake and obtain the necessary qualifications.

5 Key Roles and Responsibilities

The principle responsibility areas of this position are outlined in the table below:

NB The position's principle responsibilities are not listed in order of priority.

Customer Service
Deliver a positive and professional customer service to internal and external customers, via telephone, counter or email, providing accurate information and effective assistance in a timely manner.
Promote a high level of customer service and assist with identifying, reviewing and implementing strategies to improve service quality and efficiency
Public relations to promote positive image of Shire of Corrigin.
Process and issue TransWA bus tickets as required
Provide backup to Customer Service Officer for Department of Transport Licensing and TransWA bus ticketing transactions.
Provide backup for processing payments including receipting of monies, balancing of transactions and preparation of banking.
Process applications for council related activities including: building and planning applications, cemetery bookings and venue hire.
Assist with annual cat and dog registrations.
Provide backup for processing and registration of incoming and outgoing correspondence using Synergysoft central records software.
Receive applications for all Council's services as required.
Assist with maintaining a professional customer service area, including monitoring of display and promotional material.
Records Management
Processing and registration of incoming and outgoing correspondence.
Accurate recording of Shire of Corrigin records including retention, archival, sentencing and disposal program.
Assist Customer Service Officer to maintain Cemetery records.
Property Management
Maintain, review and update residential tenancy agreements for Council properties.
Arrange biannual property inspections.
Manage all correspondence with tenants including ingoing and outgoing property condition reports, rent reviews, access for repairs and maintenance etc.
Follow up on requests from tenants for repairs, damage or faults.
Administration of tenancy bonds.
Administration
Provide general administration support to other staff as required.
Special community projects in collaboration with the CEO
Other duties as directed by Managers or CEO as required.
Project Administration
Promote Corrigin as a progressive, active and well connected community that is actively engaged.
Work with local community and recreation groups to develop proposals and programs that align with the Shire's Strategic Community Plan.
Assist with developing tender documents and contracts in liaison with the Executive staff.
Liaise with suppliers to ensure all requirements are met including but not limited to contracts, pre starts, OHS requirements.
Assist where required with evaluation of tenders in conjunction with relevant executive staff
Act as the point of contact for suppliers throughout the life of the project
Ensure all paperwork and compliance requirements are met, budgets are followed and variations are documented correctly.
Responsible for all tender and request for quote recordkeeping and management.
Assist with grant writing, reporting and acquittals in conjunction with executive staff.

6 Key Performance Requirements

High level of customer satisfaction including prompt, courteous and efficient answering of enquiries.

Standard of customer service related policy, procedures, forms and strategies.

Accurate processing of Transport Licensing Transactions, incoming payments balancing of daily takings.

Accurate processing of applications.

Clean and tidy customer service area with timely reviews of display and promotional materials.

Accurate recording and filing of Council's records.

Accurate Cemetery Records.

7 Key projects

Identify and implement strategies to improve record management including review of policies and procedures.

Update the Shire of Corrigin Record Keeping Plan.

Support the CEO in community projects including but not limited to:

- Town Hall refurbishment,
- Rotary Park upgrade,
- Grant writing and
- Community consultation, engagement and public relations.

8 Organisational Relationships:

8.1 Position is responsible to:

Deputy Chief Executive Officer

8.2 Position supervises:

Nil

8.3 Key Relationships:

Internal: Chief Executive Officer
Deputy Chief Executive Officer
Manager Works and Services
Administration Staff
Other staff as employed from time to time

External: Councillors
Other Local Governments
General Public (including Ratepayers and Residents as appropriate)
Suppliers of goods and services, contractors

9 Public Responsibilities

To promote a favourable public image of Council's personnel, operations and the Shire in general.

10 Extent of Authority

Works within confines of policy and procedures, under the general supervision of the Deputy CEO.

11 Public Responsibilities

To promote a favourable public image of Council’s personnel, operations and the Shire in general.

	Signature:	Date
Employee		
Supervisor		
CEO		

Position Description Review History

Created	12 July 2019	CEO Natalie Manton
Reviewed and updated	28/05/2020	Kirsten Biglin
Reviewed and updated	23/04/2021	Tanya Ludlow
Reviewed and updated	25/05/2021	DCEO Kylie Caley
Reviewed and updated	16/08/2021	Tanya Ludlow