



Position Description

ADMINISTRATION OFFICER (Customer Service)

OUR VALUES



ACHIEVE TOGETHER

We collaborate internally and externally to achieve better outcomes together.

TAKE OWNERSHIP

We own our actions, decisions, and their impact on others. We learn from mistakes and contribute to solutions, building trust through honesty and integrity.



SHAPE THE FUTURE

We hold ourselves to a high standard and are empowered to achieve quality outcomes for our community – today, and for future generations.

INSPIRE AND UPLIFT

We bring our best self to our work, and strive to make a positive impact on our colleagues and community.





Position Description: Administration Officer (Customer Service)

Position Number: Y017b

Purpose: Assisting with all administration duties which include customer service and records.

Role Responsibilities

Customer Service

- Assist with all general administration duties, including daily banking and mail duties, customer service, front counter enquiries, phone reception.
- Department of Transport Licensing services.
- Order stationery & general office supplies/refreshments for Administration building.

Records Management

- Ensure that all records are registered, archived and disposed of, in compliance with the provisions of the State Records Act 2000; through opening, capturing, registering, distributing, filing, storage, retrieval and disposal in a timely and accurate manner.
- Maintain file storage areas in a clean, tidy and safe condition.
- Assist Shire staff in locating files and records.
- Provide records training to Shire employees

Organisational

- Other duties as required or requested and approved by manager.
- Be an active and engaged member of with the Office of the CEO Team, who adds value by completing high quality work, is a positive team member and strives to support the values we seek to foster in our organisation.

Performance of Duties

- While on duty, staff will give their whole time and attention to the Shire of York's business and ensure that their work is carried out efficiently, economically and effectively, and that their standard of work reflects favourably both on them and on the Shire.
- Staff must also perform their duties impartially and in the best interests of the Shire of York uninfluenced by fear or favour.
- The Shire of York recognises its legal obligations under the Equal Opportunity Act, 1984 and amendment 1992 and will actively promote equal opportunity based solely on merit to ensure that discrimination does not occur on the grounds of gender, age, marital status, pregnancy, race, disability, religious or political convictions.
- Staff must comply with all Shire policies and procedures including but not limited to *Policy 08 Employee Code of Conduct*.
- Staff must comply with State Records Act 2000 Record Keeping requirements and legislation. All employees of the Shire of York are responsible for ensuring the records relating to the business activities of the Shire are captured into the electronic record system.
- The Council is committed to Work Health and Safety in all areas of the Shire's operations and requires you to comply with the requirements *Work Health and Safety Act 2020*.

Required Skills and Qualifications

Essential

- Demonstrated high level of customer service.
- Sound computer skills including the use of Microsoft Office suite products.
- Well-developed written / verbal communication and organisational skills.

Desirable

- Experience with Department of Transport Licensing including the use of TRELIS.
- Experience in the use of Synergy/Altus.
- Experience in local government.
- Experience with Local Government Record Keeping practices

Level of Authority and Organisational Relationships**Reports to:**

Manager Governance & People

Direct Reports:

Nil

Extent of Authority:

Delegations or approvals as directed by the Council, CEO or Executive Manager.

Internal Liaisons:

- CEO and Executive Managers.
- Administration Staff and Executive Support Staff.
- All Shire Staff as appropriate.

External Liaisons

- Government Agencies.
- Record Keeping Related Groups or Bodies.
- Visitors.
- Residents and Ratepayers.
- Community Groups.

Classification: Level 3 - Inside Staff EA

Location: Shire Office

Position and Conditions Acceptance

Employee Name: _____

Signature: _____

Date: _____

Direct Manager Name: _____

Signature: _____

Date: _____

Last Position Description Review

Date: / /

Next Review Due

Date: / /