



## **POSITION DESCRIPTION**

**Title:** Administration Trainee - Blackwater  
**Department:** Corporate Services  
**Reports to:** General Manager Corporate Services

## **COUNCIL VALUES**

### **Honesty & Integrity**

Being honest with our community and colleagues, and treating them with respect, fairness, trust and consistency

### **Innovation & Continuous Improvement**

Striving for excellence through best practices, creativity and new ideas.

### **Transparency & Accountability**

Providing open and transparent practices and accountable governance.

### **Diversity**

Respecting social, cultural, economic and environmental diversity.

### **Open Communication**

Assuring timely and effective communication with our community and throughout the organisation.

### **Leadership, Engagement & Fair Representation**

Providing effective leadership to ensure Council's actions best reflect community aspirations.

**POSITION OBJECTIVE:**

The trainee will assist the Customer Service Section in the following duties:

- To promote the image of an effective and efficient Council to the Blackwater community through the provision of quality Customer Service
- Assist staff in the development and delivery of services to the Community and Council
- Provide administrative support to Council staff working from the Blackwater office
- Cash receipting/telephone enquiries and reception

**KEY RESPONSIBILITIES:**

1. Liaise with the general public regarding all inquiries, forms and complaints.
2. Assist with booking and entering details of building inspections and development information from time to time
3. Liaise with Council staff as required to obtain resolution to customer inquiries.
4. Act as a cashier for receipt of monies directly over the counter and receipt remittances received through the mail and prepare daily banking.
5. Communicate effectively with Council staff, external customers and contacts.
6. Provide support in ensuring the role of administration and reception support is carried out efficiently and pleasantly.
7. Assist in maintaining petty cash and ensure money is balanced regularly.
8. Assist with inwards mail and ensure outwards mail is prepared for posting daily.
9. Assist in recording Community Centre enquiries and bookings.
10. Assist with meeting preparations, agendas, minutes and functions as required.
11. Assist in maintaining stationery supplies.
12. Undertake other duties as directed by immediate supervisor

**GENERAL DUTIES:**

Abide by the Workplace Health & Safety Act and Regulations and the provisions outlined in Council's Workplace Health and Safety Policy, namely:

**Employee Obligations:**

A worker has the following obligations at the workplace:

1. Comply with instructions given for workplace health and safety at the workplace by your supervisor
2. Use personal protective equipment if provided and properly instructed in its use
3. Not to wilfully or recklessly interfere with or misuse any workplace, health and safety equipment
4. Not to wilfully place at risk the workplace health and safety of yourself or any person at the workplace
5. Attend training as directed

**Employer Obligations:**

1. Central Highland Regional Council has an obligation to ensure the workplace health and safety of each of the employer's workers at work.
2. Central Highland Regional Council has an obligation to ensure the workplace health and safety of the company and others is not affected by the way the Council conducts the Council's undertaking.

## **REQUIREMENTS OF THE POSITION:**

### **(a) Skills**

- Numeracy, written, oral and interpersonal skills relevant to the allocated duties
- Ability to follow the directions of supervisors and to eventually work with minimum supervision
- Ability to use a personal computer, including good keyboard skills.
- Communication and basic customer service skills for dealing with employees.
- Ability to cooperate with other staff.
- Ability to operate general office equipment, eg. telephone system, photocopier, facsimile.
- Ability to communicate effectively with employees of all levels of the organisation and the general public.
- Ability to prioritise and organise work so as to complete tasks on time.
- Ability to handle general counter enquiries and complaints.
- Ability to apply tact and discretion when dealing with the public.
- Attend and actively participate in training as required.
- High level of discretion and confidentiality.

### **(b) Knowledge**

*The trainee will be expected to have or obtain the following:*

- Develop the knowledge of roles, services and functions of the various departments and individuals within the Council organisation.
- Develop the knowledge of established work practise and procedures for the Council.
- Develop the knowledge of administrative procedures and the computerised systems.
- Develop the knowledge of workplace health and safety procedures.
- Develop the knowledge of the telecommunications systems of Council.
- Knowledge of Microsoft Office software.

### **(c) Qualifications and Experience**

- Year 12 or equivalent work experience
- Experience in secretarial and general office procedures

### **(d) Personal Attributes**

- Communicate in an appropriate and friendly manner, consistent with the requirements of the position, to enhance the image of Council
- Contribute to improved organisational effectiveness, by respecting other employees, by acting honestly and with fairness, and by working to achieve Council's team objectives

### **(e) Training**

- Training will be provided as identified in the Employee Development Plan.

## **ORGANISATIONAL RELATIONSHIP**

**(a) Reports To**

- Personal Assistant to Area Executive Manager - Blackwater

**(b) Supervises**

- N/A

**(c) Internal liaisons**

- Senior Management Team
- Line Managers and Supervisors

**(d) External liaisons**

- Liaises with ratepayers, residents and customers for general enquiries and payment of accounts, fines, rates etc.

## **EXTENT OF AUTHORITY**

- Freedom to act within defined/established Guidelines and Council's Policies
- Purchase can be made in line with authorised budgeted items and financial delegations.

**EMPLOYEES CONSENT**

I ..... have read, understood and accepted the responsibilities of this position with the Central Highlands Regional Council and agree to the conditions of employment.

Employees signature: .....

Date: .....

GM/CEO's signature: .....

Date: .....