

Business Support Officer

Position Description

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| Directorate | Community and Environmental Services | Department | Customer Response |
| Reports To | Business Improvement and Systems Lead | Direct Reports | No |
| Queensland Local Government Industry Award - State 2017 - Stream | Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services. | Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level | Schedule 1, Level 2 |

Position Purpose

This position will provide general administrative assistance to support the delivery of departmental services and operations.

Key Responsibilities and Outcomes

As a Business Support Officer and member of the Business Improvement and Systems Unit you will:

- Support the development and review of processes within the Department with an emphasis on service improvement and efficiency.
- Provide general administrative assistance to the department ensuring data entry tasks are undertaken with accuracy and proficiency.
- Assist in the review and update of resources including template letters, forms, and customer service information to ensure alignment with departmental processes.
- Prepare a range of business documents including, flow charts, presentations, spreadsheets, and statistical reports.
- Assist with the departments training program, including preparing purchase order requests, bookings, and scheduling.
- Assist the team with incoming correspondence and providing timely responses to internal requests including appropriate follow up and escalation as required.
- Contribute to a positive team environment to achieve high performance, continuous improvement, and customer focused culture.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.

SERVICE
TEAMWORK
INTEGRITY
RESPECT
SUSTAINABILITY

| Decision Making | |
|------------------------|--|
| <i>Budget</i> | N/A |
| <i>Delegations</i> | Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register |

| Knowledge & Experience |
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| <ul style="list-style-type: none"> • Proficiency with the Microsoft Office suite of programs and the ability to develop proficiency with council's corporate systems. • Sound level of communication skills, including verbal, written and presentation in order to meet the needs of stakeholders. • Strong level of customer focus and attention to detail whilst working in a fast-paced team environment. • Well-developed time management skills to achieve proficiency and effectiveness in managing the workload and priorities, and meeting deadlines. • Well-developed people and relationship skills with demonstrated ability to work in a team environment, communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service. |

| Qualifications |
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| <ul style="list-style-type: none"> • Current "C" Class Driver's Licence. |

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.