

# Role Description

**Position Title** Administration Officer

**Position Number** DVL184

## Purpose of Role

To provide general and specialist administrative support to the Development Services department to facilitate timely and efficient performance within the department and to assist in achieving departmental objectives.

## Specific Responsibilities

Provide specialist administrative support to all aspects of the department's business including the processing of development applications, processing of enquiries and correspondence and service delivery to the department's customers.

Provide timely and accurate responses to enquiries from internal and external stakeholders relating to the development application activities, documents and data of the department.

Actively participate in the business improvement processes within the operations team with an emphasis on process enhancement and relationship development.

Maintain accurate and reliable database information.

Ensure compliance with all legislation, approved standards, policies and procedures relating to the department's practices and processes.

## Work experiences and skills - essential

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.

Demonstrated relevant experience in a similar role or a role requiring a similar skill set.

Excellent time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines.

Microsoft Office Suite software (Word, Excel, PowerPoint and Outlook) skills and high level keyboard skills in respect to speed and accuracy.

Skills in, or ability to develop skills in, council's corporate computer systems in relation to position requirements, i.e. Pathways, Records Management, Geographical Information System, etc.

## Academic, Trade qualifications and other Licences - essential

Certificate III in Business Administration or a related field.

Current C class driver's licence.

## Recordkeeping

In accordance with council's recordkeeping guideline, ensure that full and accurate records are made of all business transactions conducted on behalf of council and that these records are appropriately kept and stored in the appropriate corporate information management systems.

## Health, Safety and Environment

Ensure your safety and that of your work colleagues at work whilst complying with council's workplace health and safety policies, procedures and practices. At no time are you to perform work duties in an unsafe manner. You must always ensure all risks associated with your work tasks are identified and control actions are implemented before work commences.

## Work Location

You may be required to perform your role from any work location within the region.

## Diversity Undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

## Organisational Expectations

