

## Business Support Officer

### Position Description

<b>Directorate</b>	Planning	<b>Department</b>	Development Services
<b>Reports To</b>	Coordinator or Team Leader	<b>Direct Reports</b>	No
<b>Queensland Local Government Industry Award - State 2017 -Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 2

#### Position Purpose

This position will provide administrative and business support to departmental teams to support the achievement of departmental objectives and outcomes.

#### Key Responsibilities and Outcomes

As a Business Support Officer and member of the Development Services Department you will:

- Provide administrative and business support to departmental teams ensuring appropriate escalation of any matters or emerging issues requiring attention.
- Prepare incoming and outgoing correspondence and timely responses to customer requests including appropriate follow up action as required.
- Assist with customer enquiries and Technology One processes including tracking and resolution as appropriate.
- Assist with the preparation of correspondence, briefing notes, presentations and other business documents.
- Assist in the review and update of resources including template letters, forms and customer service reference information to ensure accuracy, consistency and alignment with departmental processes.
- Assist in the review of departmental processes to improve efficiency and service delivery outcomes.
- Work collaboratively with the Senior Business Support Officer and other business support staff across the division to deliver a seamless support service to the department.
- Develop and maintain relationships with internal and external stakeholders that will increase the effectiveness of the department.
- Maintain confidentiality and exercise diplomacy in dealing with issues of a sensitive or political nature.
- Contribute to a positive team environment in order to achieve a 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

- Previous experience providing administrative support and assistance, including the preparation of quality correspondence and documentation.
- Sound knowledge of administration practices and procedures.
- Well-developed organisational skills and work ethic with the ability to work autonomously.
- Well-developed time management skills to achieve proficiency and effectiveness in managing the workload and priorities, and meeting deadlines.
- Proficiency with the Microsoft Office suite of programs and the ability to develop proficiency with council's corporate systems.
- 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

- Certificate II in Business Administration or equivalent experience.
- 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.*