

# Department of Police, Fire and Emergency Management

## STATEMENT OF DUTIES



---

Title	Clerical Officer
Position Number	003750, 003751, 003752, 003989, 004962
Business Unit	Northern Region
Branch / Section	Various
Location	Various
Immediate Supervisor	Team Leader
Award	Tasmanian State Service Award
Employment Conditions	Full-time, Permanent, Fixed Term, Part Time
Classification	Band 2

---

### Focus:

Provide clerical and reception services that contribute to the delivery of an efficient and effective service to Tasmania Fire Service (TFS) business units within the Northern Region and the general public.

### Primary Duties:

- Provide reception services for the Northern Region.
  - Prepare documents, spreadsheets, electronic presentations, graphs, and mail-outs using programs within the Microsoft Office Suite.
  - Receive money manually and electronically (EFTPOS) for the payment of accounts and sales of TFS products and services.
  - Undertake records management duties including document classification, file creation and retrieval.
  - In accordance with established systems and procedures, input data into a variety of databases and programs and produce reports through the manipulation of information retrieved from databases.
  - Provide clerical support in relation to the Northern Region volunteer and career training programs.
-

- Provide input to the review and development of office procedures and practices in conjunction with office staff and managers to maintain consistent and efficient work practices.
- Assist the Senior Clerical Officer, Northern Region with providing guidance and support to the Office Trainee as required to support the completion of their traineeship.
- Provide information to the general public on fire permits, total fire bans, and other general enquiries by telephone, in person and through the distribution of brochures.
- Provide support within Incident Management Teams which may include resourcing, logistics, clerical and administrative duties to ensure that minimum safety and financial protocols are met along with operational objectives.

### **Scope of Work:**

Responsible to the Team Leader, Northern Region for the completion of allocated tasks within agreed timeframes and the achievement of agreed outputs and outcomes; ensuring all work is undertaken according to safe working practices.

### **Direction and Supervision:**

The incumbent receives supervision and direction from the Team Leader, Northern Region who is available to provide guidance and support with the completion of tasks. The incumbent is expected to use their experience to make judgements based on established office procedures and policies.

### **Selection Criteria:**

1. Proven ability to provide effective clerical support with well-developed word processing, spreadsheet preparation and data entry skills.
2. Ability to assist with the development and evaluation of procedures and practices.
3. Well-developed written and verbal communication skills including the ability to liaise with a diverse range of internal and external customers utilising effective telephone and customer service skills.
4. Demonstrated ability to work either independently or as a member of a team and exercise initiative, judgement, discretion, and sensitivity in a workplace subject to work pressures and changes.
5. Well-developed organisational skills as well as the ability to be adaptable and flexible, manage variable workloads and to prioritise work to meet deadlines.

## Qualifications and Experience:

Desirable:

- Certificate III in Business or equivalent qualification or progress towards attaining this qualification.
- Knowledge of Microsoft Office applications a distinct advantage.
- A current Driver's Licence.

## Essential Requirements:

### Pre-Employment Checks

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

## Code of Conduct:

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

## Environment and Conditions:

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based; however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

---

Approved

**F NOVY**  
MANAGER, EMPLOYMENT AND ADVISORY SERVICES  
BUSINESS AND EXECUTIVE SERVICES

Date: 22 June 2023