

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



POSITION TITLE:	Administration/Technical Officer
POSITION NUMBER:	2233
DIRECTORATE:	Placemaking
DEPARTMENT:	City Development
CLASSIFICATION:	Band 4
REPORTS TO:	Team Leader Building Services Administration
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	All staff
EXTERNAL LIAISONS:	Clients, businesses, community groups, government agencies, members of the public, consultants, developers, builders
DATE:	November 2024

POSITION OBJECTIVES:

Provide professional effective and efficient administration services to meet the strategic directions of Building Services, while ensuring the highest level of customer service is delivered.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Provide our customers a proactive and seamless customer experience by delivering an up-to-date advisory service, providing service knowledge and expertise.
2. Work in a fast-paced environment and carry out a variety of duties by being flexible and adaptable to meet the workload of the unit.
3. Respond to and manage enquiries in an efficient, professional manner in accordance with governing acts, regulations, policies and procedures.
4. Prepare and deliver routine written and verbal correspondence
5. Complete building application lodgements and maintenance of record keeping systems for the unit.
6. Identify, implement and review strategies to improve service quality.
7. Maintain the highest ethical standards, exercise discretion and maintain confidentiality of sensitive issues handled by the unit.
8. Support and maintain strong team relationships among colleagues across all Council functions.
9. Adhere to all Council's policies and procedures relevant to this position.
10. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

VALUES:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

RISK MANAGEMENT AND OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

KEY SELECTION CRITERIA:

Qualifications:

Certificate IV in Business Administration or 3 years' experience in an office-based customer facing position

Essential:

1. Ability to connect with people through well-developed verbal and written communication ensuring accuracy and an approachable style
2. Demonstrated experience and skills in customer service,
3. Knowledge of and ability to interpret the building related legislation and regulation.
4. Excellent organisational and time management skills, with the ability to prioritise tasks and meet deadlines.
5. Strong attention to detail and accuracy in record keeping and documentation
6. Proficient computer skills, including MS Office Suite and database management
7. Ability to work independently, take initiative and problem solve
8. Ability to adapt and embrace process change and innovation

Highly Desirable:

9. Experience working in a building industry related business
10. Experience using Pathway and Content Manager/Rex

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide a range of professional effective and efficient administration services to support Building Services, while ensuring the highest level of customer service is delivered
- Perform all work competently and efficiently and promote a positive image of the City to customers.
- Maintain confidentiality of all documents and information available to the position.
- The position operates accordingly to the policies and procedures of the City, the business and marketing plans of the department, the budget of the team and any relevant legislation.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Our Administration / Technical Officers are empowered to make decisions on all matters regarding routine day to day functions of the Building Services unit. Decision of non-routine or politically sensitive nature must be referred to the Coordinators or Team Leaders in Building Services.
- Provide advice and resolve problems relating to the responsibilities of the position, with guidance and advice usually available within the necessary time frame.
- As a member of a professional specialist team, the judgements and decisions made have a potential to influence overall performance of the unit and to impact on the wider community.

SPECIALIST SKILLS AND KNOWLEDGE:

- Ability to provide administrative support with the development of policies and procedures
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Highly developed computer and keyboarding skills.
- Well-developed analytical, investigative, interpretative and problem solving skills.
- Knowledge of Building related legislation and regulations, the ability to interpret this and provide advice to customers.

MANAGEMENT SKILLS:

- Ability to prioritise daily routine functions to coordinate with specific allocated tasks.
- Ability to negotiate and resolve conflict.
- Ability to manage and adapt to change with an innovative, continuous improvement focused approach

INTERPERSONAL SKILLS:

- Extremely well developed interpersonal, oral and written communication skills.
- Ability to gain cooperation and assistance from members of the public and other employees in the administration of activities with the intent to motivate and develop knowledge.
- Capacity to work independently, as well as to act as an effective team member.
- Capacity to analyse data and develop routine correspondence.
- Loyalty, good judgement and discretion regarding confidential issues.