

Senior Community Halls Support Officer

Position Description

Directorate	Community and Environmental Services	Department	Community Services, Sport and Recreation
Reports To	Community Halls Support 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 3

Position Purpose

This position is responsible for providing administrative and operational support within the Community Halls portfolio, including Caboolture Hub Learning and Business Centre. Additionally, this position will provide an on-site point of contact and point of escalation at Caboolture Hub Learning and Business Centre.

Key Responsibilities and Outcomes

As a Senior Community Halls Support Officer, you will:

- Provide a range of administrative and support function associated with the operation of Council's network of Community Halls and the Caboolture Hub Learning and Business Centre, including but not limited to: booking processes; financial operations; venue management activities; and hirer engagement.
- In liaison with the Community Halls Support Lead, provide day to day operational direction to Community Halls Support Officers based within the Caboolture Hub Learning and Business Centre, and assist the team in navigating complex and/or escalated customer and venue related issues.
- Manage incoming and outgoing correspondence and customer requests, ensuring that timely responses are provided, and emergent issues are escalated.
- Develop and maintain strong relationships with diverse internal and external stakeholders through the provision of high-quality customer service.
- Effectively navigate information systems and resources in accordance with relevant Council policies, directives and work instructions.
- Contribute towards the ongoing review and development of business resources, including but not limited to: website content; work instructions; business systems; forms; and reference material.

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

Budget

N/A

Delegations

Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Demonstrated experience in a similar position or a position requiring a similar skill set.
- Well-developed people and relationship skills with demonstrated ability to work in a team environment.
- Well-developed time management skills, and an ability to manage competing priorities and achieve deadlines.
- Well-developed verbal and written communication skills.
- Significant experience in customer facing roles, and a demonstrated ability deliver high quality customer outcomes and experiences.
- Proficiency in the suite of Microsoft Office applications, including Word, Excel and Outlook.

Qualifications

- 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.