

Community Leasing Support Officer

Position Description

Directorate	City Operations	Department	Community Services, Sport and Recreation
Reports To	Team Leader Community Leasing	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 2

Position Purpose

This position will provide support and assistance in the management of Council's network of leased facilities.

Key Responsibilities and Outcomes

As a Community Leasing Support Officer and member of the Community Facilities Operations Unit you will:

- Provide administrative support within the team, while ensuring appropriate action in regard to any matters or emerging issues requiring attention.
- Manage incoming and outgoing correspondence and customer requests relating to community leasing operations, ensuring timely responses, appropriate follow up as required.
- Manage the improvement works application process to ensure timely outcomes for community organisations.
- Prepare leasing documentation, as well as contribute towards the preparation of briefing notes, reports, and presentations.
- Contribute towards the review of business processes and resources, including template letters, web content, forms, and customer service reference information.
- Manage relationships with a range of internal and external stakeholders to ensure quality service delivery outcomes.

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

<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Well-developed time management skills to achieve proficiency and effectiveness in managing the workload and priorities and meeting deadlines. • Proficiency in administrative processes and the ability to navigate corporate business systems. • Well-developed verbal and written communications skills, including the ability to identify the needs of a broad range of internal and external stakeholders to support optimal customer focused outcomes. • Experience in developing a broad range of documentation in relation to community leasing. • Proven ability in relationship management and conflict resolution.

<p>Qualifications</p> <ul style="list-style-type: none"> • Tertiary qualifications in relevant field would be highly regarded. • 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.