**Department *of* Police, Fire *and* Emergency Management**

**STATEMENT OF DUTIES**

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| Title | Clerical Support Officer |
| Position Number | 001169, 001806, 001171, 001273, 001272, 001354 |
| Business Unit | Western District |
| Branch / Section | Various |
| Location | Various |
| Immediate Supervisor | Officer-in-Charge |
| Award | Tasmanian State Service Award |
| Employment Conditions | Full-time or Part-time, Permanent |
| Classification | Band 2 |

**Focus:**

Contribute to the operational effectiveness of the Western District by ensuring timely and accurate clerical, administrative, keyboard and data entry processes are undertaken.

**Primary Duties:**

1. Provide accurate and timely administrative, clerical and keyboard support, including the transcription of audio tapes, in achieving divisional benchmarks and in support of operational police.
2. Input, retrieve and report on data.
3. Attend to enquiries from members of the public in person or by telephone.
4. Participate in quality improvement activities and contribute to the identification of opportunities for improvement to systems of work.
5. Assist in the collection and collation of statistical data.
6. Receipt, record and distribute correspondence.

**Scope of Work:**

Responsible for the satisfactory completion of tasks and for contributing to the operational effectiveness of the work unit. Responsible for the appropriate use of resources and of information accessed in the course of duties.

**Direction and Supervision**

Works in a dynamic team environment with routine supervision and task allocation by the District Executive Officer or Officer in Charge.

**Selection Criteria**

* Demonstrated ability to enter and retrieve data in a timely and accurate manner.
* Proven keyboard ability with experience with contemporary computer applications.
* Proven clerical and administrative experience with the ability to work within the parameters of Departmental policy and specific operational guidelines.
* Good interpersonal and communication skills (oral and written).
* Demonstrated ability to set priorities and work with flexibility, speed and accuracy, often with externally imposed deadlines.
* Knowledge and understanding of confidentiality obligations.

**Qualifications and Experience**

Knowledge and expertise consistent with qualifications recognised at Certificate 3 or equivalent level.

**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.

The working environment is largely office based, however intra-state travel may be required. During the 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

**Donna Adams**Deputy SecretaryBUSINESS AND EXECUTIVE SERVICES

Date: 3 February 2017