



# KATHERINE TOWN COUNCIL

## POSITION DESCRIPTION

**TITLE:** ADMINISTRATION OFFICER

**CLASSIFICATION:** LEVEL 4

**DEPARTMENT:** COMMUNITY SERVICES

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### 1. PURPOSE

The Administration Officer is responsible to the Community Services Executive Manager for the provision of secretarial and administrative support services to the Civic Centre based Departments of Katherine Town Council. The Administration Officer is responsible for a variety of administrative support duties including but not limited to call and email screening, maintaining calendars, scheduling, correspondence, typing, filing and customer support.

The services provided must facilitate the strategic objectives of the Council and will therefore require the Administration Officer to work co-operatively with other Directors, Managers and staff.

### 2. KEY RESPONSIBILITIES

- Provide administrative support to ensure that municipal operations are maintained in an effective and accurate manner.
- Provide professional secretarial and administrative support to the Corporate & Community Services Department.
- Provide professional secretarial and administrative support to other Civic Centre based Departments.
- Relieve in other administrative positions within Council where required.
- Support, update and maintain the Corporate & Community Service Department areas of responsibility on the Katherine Town Council web page.
- As directed organise maintenance and servicing for Council assets.
- Assist in the implementation of the Katherine Town Council Local Counter Disaster Sub-Plan in the event of a disaster.
- The provision of a high level of customer service through incoming telephone calls and counter enquiries.
- Other duties as required by the Community Services Executive Manager

### 3. ORGANISATIONAL RELATIONSHIP

- Reports to the Community Services Executive Manager.
- Works primarily as part of the Corporate & Community Services Department but is to be available to provide support to other Departments based at the Civic Centre.

#### **4. AUTHORITY AND ACCOUNTABILITY**

- The position is directly accountable to the Community Services Executive Manager.
- The position is to also to assist in the day to day running of other Departments based at the Civic Centre.

#### **5. REQUIREMENTS OF THE POSITION (Selection Criteria)**

##### **a. Skills**

- Above average keyboard skills.
- Above average skills in oral and written communication with members of Council and others.
- Above average customer services skills.
- High proficiency with Microsoft products (i.e. Word and Excel).
- The ability to problem solve, showing time management skills, accuracy and the ability to meet deadlines.
- The ability to exercise good judgment, initiative, confidentiality and sensitivity in the performance of all duties.
- Ability to work as part of a team and unsupervised.
- The ability to operate a variety of office equipment.

##### **b. Knowledge**

- High level of knowledge relating to office administration processes.
- An ability to gain an understanding of the structure of Local Government at the Northern Territory and national levels.
- A developing knowledge of the structure, roles and areas of responsibility of the Katherine Town Council.

##### **c. Experience / Qualifications**

- Desirable qualification up to Certificate III level in administration and/or business management.
- A current Northern Territory driver's C class licence.

##### **d. Training**

- Willingness to undertake accredited training.

#### **6. WORKPLACE HEALTH, SAFETY AND WELFARE**

Effective implementation of a workplace health and safety program requires the active involvement of all employees. They have an obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to protect the health and safety of people at the workplace, including the general public.

Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment and risk control.

- Participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.

## **7. PERFORMANCE STANDARDS**

**The performance of the Administration Officer will be measured by:**

- The extent to which the stated objectives are achieved.
- The quality of reports and advice provided to the Community Services Executive Manager.
- The reputation held within the Community for providing an effective service.
- Customer feedback.

<b>PREPARED BY</b>	<b>Community Support Officer</b>
<b>DATE ISSUED</b>	<b>June 2017</b>
<b>SUPERVISOR</b>	<b>Community Services Executive Manager</b>
<b>APPROVED BY</b>	<b>Chief Executive Officer</b>