

POSITION DESCRIPTION

Position Details

Position Title:	Trainee Administration Officer (Tourism)
Position Number:	
Reports To:	Manager Corporate and Community Services
Department, Section, Stream, Unit:	Corporate and Community Services, Tourism
Remuneration:	Training Wage Award – State 2012, Wage Level A
Form of Engagement:	Full Time Fixed Term (12 months)
Hours of Duty:	72.5 hours per fortnight
Place of Employment:	RM Williams Centre, Eidsvold
Incumbent:	
Employee No:	

Our Mission

Our mission is to work closely with the people of the North Burnett to make our region efficient, effective and economically strong. We will maintain the individual personality of each of our unique communities, and lead our naturally beautiful region into the future.

The vision and mission will be addressed under five key topics:

- Infrastructure,
- Social wellbeing,
- Economic development,
- Environmental management,
- Governance.

Position Objectives

- To assist with general office administration duties to ensure the effective and efficient delivery of service to our external and internal customers.
- Achieve qualifications in Business Administration by undertaking the relevant Traineeship Certificate program.

Position Requirements

Essential:

- Ability to meet Key Duties and Standards as outlined below.
- Developing interpersonal skills and ability to contribute to a cohesive team environment and maintain positive relationships with internal and external stakeholders.
- Basic numeracy, written and verbal communication skills.
- Ability to provide and maintain effective and quality customer service.
- Ability to work effectively under close supervision to manage own time to meet defined outcomes.
- Attention to detail and ability to perform work with accuracy and confidentiality.
- Basic data entry and word processing skills, including the use of Microsoft Office Suite (Word, Excel, Outlook, Publisher, PowerPoint), and Council's Information Management Systems, or ability to acquire same.
- Developing knowledge of, or ability to acquire knowledge of Council's standard work practices, procedures and policies relevant to the work area (e.g. clerical duties including reception, answering routine customer inquiries, operating office equipment, handling mail, filing, and to maintain calendars and appointment schedules).
- Ability and commitment to complete a relevant Certificate III within the terms of the traineeship, (including theory and practical work modules and attendance at required training sessions).
- Year 10 standard of education.

Desirable:

- Year 12 standard of education.
- Relevant Australian Qualifications Framework Certificate I or II.
- Current unrestricted manual "c" class drivers licence, or the ability to acquire same.

Key Duties and Standards

Key Duties	Key Standards
Work and participate in an enthusiastic and co-operative team spirit.	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council; • Work information is shared with co-workers to ensure designated work goals are met.
Respond to emergency events on a roster basis if required.	
Adopt best practice work methods on work tasks	<ul style="list-style-type: none"> • Work skills improved by active participation in Council training programs; • Contributes to review of procedures; • Potential problems identified and action taken to minimize impact;

Key Duties	Key Standards
	<ul style="list-style-type: none"> • Work procedures enhanced by participation at team and individual workshops; • Participates in workplace skills assessments and required training; • Contributes to the annual Employee Development Review with supervisor or other relevant staff as required; • Makes constructive suggestions for improvement of work output.
<p>Communicate effectively with the community and within the workplace.</p>	<ul style="list-style-type: none"> • Information, instructions and decisions are understood and adhered to; • Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives; • Concise, relevant work information is provided in response to supervisor requests within designated timeframes; • Basic literacy and numeracy skills are applied for maintaining records (e.g. servicing records, completing timesheets and other relevant documentation).
<p>Maintain high standards of conduct and comply with all relevant rules and requirements.</p>	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council’s Code of Conduct; • Acts professionally at all times; • Operates within the boundaries of organizational processes, legal and policy constraints; • Maintains personal integrity and sets personal standards which reflect ongoing development professionally and the pursuit of relevant opportunities to achieve excellence.
<p>Maintain a good attendance record.</p>	<ul style="list-style-type: none"> • Punctual start and finish times.
<ul style="list-style-type: none"> • Ensure safe working procedures and practices are undertaken in all activities in accordance with Council’s Work Health and Safety policies and procedures. • Contribute to managing the security of the building. 	<ul style="list-style-type: none"> • Awareness of and compliance with Council’s Occupational Health and Safety Policies and Procedures, including relevant Duty Statements, correct use and maintenance of all protective clothing and equipment supplied, compliance with lawful instructions issued by senior staff, incident reporting, hazard identification and reporting, taking

Key Duties	Key Standards
	<p>corrective action to eliminate hazards where possible, conducting risk assessments as required, establishing and maintaining a high standard of house keeping and cleanliness in work areas and on Council property, assisting with investigation of incidents, attending toolbox talks, team meetings and training, familiarity with first aid treatment centres, fire protection facilities and evacuation procedures;</p> <ul style="list-style-type: none"> • Safety of public, other workers and self is maintained when performing duties.
<p>Undertake work in a prompt and efficient manner as directed.</p>	<ul style="list-style-type: none"> • Carries out all processes within the agreed timeframes; • Completes tasks as specified in a timely, accurate and professional manner.
<p>Apply knowledge of general administrative functions relevant to the position including maintaining information knowledge management systems, processing mail, photocopying, faxing and word processing.</p>	<ul style="list-style-type: none"> • Administrative functions are executed efficiently in accordance with relevant Council policy and procedure.
<p>Apply skills in computer based systems including Microsoft Office suite and Records Management System.</p>	<p>Effectively enters, stores and retrieves information within computer based systems.</p>
<p>Under supervision, assist in carrying out quality administration duties and responsibilities, including:</p> <ul style="list-style-type: none"> • Provide prompt and courteous attention to all enquiries raised via telephone and at front counter inquiries; • Receive inquiries and correspondence and directly refer same to appropriate officers whenever possible; • Maintain neat and tidy workspace; • Photocopy, scan, file, bind documentation; • Maintain up to date information on the customer service counter and within Records Management System; • Receive messages on behalf of all staff and ensure their distribution via email, written note or verbally; 	<ul style="list-style-type: none"> • Positive feedback from customers and key stakeholders.

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<ul style="list-style-type: none"> • Complete mail duties as required; • Prepare and assist with public and Council meetings held, including coordinating set-up, organizing catering, clean up and any other duties as required; • Receive customer requests and enter the information into Records Management System; • Provide support to other staff including performing relief duties, as required. 	

Extent of Authority

The incumbent is expected to exercise all necessary actions within the scope of the Position Requirements and Key Duties Standards listed herein. In addition, the incumbent from time to time may also be required to undertake other duties within the Department as authorised by Management or the Stream Leader.

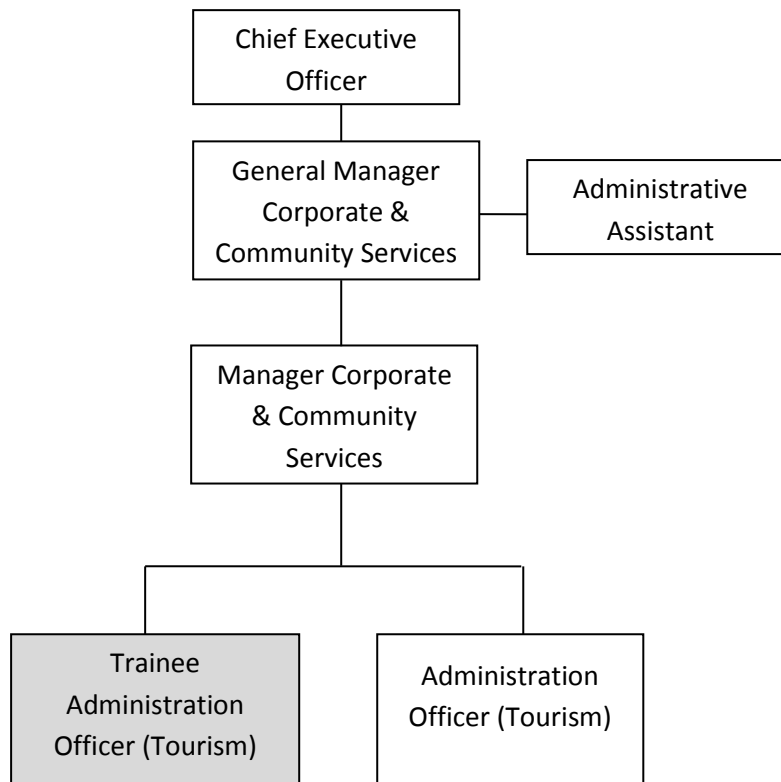
Accountability

Reports to the Manager Corporate and Community Services.

Selection Criteria

- SC1 Developing interpersonal skills and ability to contribute to a cohesive team environment and maintain positive relationships with internal and external stakeholders.
- SC2 Basic numeracy, written and verbal communication skills.
- SC3 Ability to provide and maintain effective and quality customer service.
- SC4 Ability to work effectively under close supervision to manage own time to achieve defined outcomes.
- SC5 Attention to detail and ability to work with accuracy and confidentiality.
- SC6 Demonstrated ability in the operation of keyboard equipment including basic data input and word processing.
- SC7 A developing knowledge of, or ability to acquire knowledge of Council's standard work practices, procedures and policies relevant to the work area, (e.g. clerical duties including reception, answering routine customer inquiries, operating office equipment, handling mail, filing, and maintaining calendars and appointment schedules).

The structure of your team is shown below:



Other Matters

Work Health & Safety Duties

Work is to be carried out in accordance with SAFEPLAN – Council’s Work Health and Safety Management System. Employees must ensure that they do not put the Health and Safety of themselves or others at risk. Work is to be carried out to meet WHS duties and responsibilities as detailed in the relevant legislative requirements and standards including Council policies and local laws.

Staff Code of Conduct

Work is to be carried out in accordance with the Staff Code of Conduct. All employees are expected to make themselves familiar with the Code and its contents.

Performance Plan

Performance will be reviewed annually against the responsibilities, accountabilities, and behaviours defined in this role description; together with a performance plan developed by the Chief Executive Officer and approved by the Senior Executive Employee Steering Group.

CERTIFICATION BY THE INCUMBENT:

I have read and understood my position description as stated above and acknowledge my duties and responsibilities contained therein.

Signed: _____ Dated: / /

Name:

CERTIFICATION BY THE GENERAL MANAGER OR SUPERVISING OFFICER (if applicable):

I have reviewed the Position Description with the incumbent and affirm its contents

Signed: _____ Dated: / /

Name:

CERTIFICATION BY THE CHIEF EXECUTIVE OFFICER (or his/her delegate):

I have reviewed the Position Description with the incumbent and affirm its contents

Signed: _____ Dated: / /

Name:

Additional Remarks / Comments: