POSITION DESCRIPTION

POSITION DETAILS

Position Title	Trainee Administration Officer (Customer Service & Library)
Position Number	
Department	Corporate and Community
Section/ Stream/ Unit	Community Engagement, Customer Service & Library
Classification	Training Wage Award – State 2012
Reports To	Customer Service & Library Stream Leader

POSITION OBJECTIVES

- To assist in the delivery of confidential, professional and efficient administrative support to the Corporate Services Section in its delivery of finance functions to the organisation.
- Successfully complete study to acquire a Certificate III in Business Administration.

KEY RESPONSIBILITIES

Under supervision, assist in carrying out general administrative functions relevant to the work area which are compliant with Council's policies and procedures, such as:

- Assist with the development, co-ordination and implementation of specific programs and activities to promote library resources and services.
- Provide prompt and courteous attention to all enquiries raised via telephone and at front counter.
- Assist customers with Centrelink and QGAP services.
- Complete modules as outlined in the traineeship's training plan.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

POSITION REQUIREMENTS

Essential Skills, Knowledge and Experience

- Demonstrated commitment to work as an effective, positive team member in an environment that encourages staff to maintain a self-motivated, proactive approach and which supports both professional and personal development.
- 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 time to achieve defined outcomes.
- Attention to detail and ability to perform work with accuracy.
- 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 (MagiQ Documents, MagiQ Enterprise), or ability to rapidly 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, operating office equipment, prepare routine correspondence, reports, agendas and minutes of meetings, and to manage diaries / appointment schedules of others).
- Ability to exercise sound judgement, initiative, confidentiality and sensitivity in the performance of work.
- 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).

Qualifications, Training and Licences

- Year 10 standard of education
- Unrestricted manual ‘C’ class drivers licence, or the ability to acquire same.

Desirable

- Year 12 standard of education.
- Relevant Australian Qualifications Framework Certificate I or II.

WORK HEALTH AND SAFETY

Employees must ensure all work is carried out to meet Work Health and Safety objectives and targets to eliminate risk of injury and illness for themselves and others. Obligations and targets may be met by:

- Complying with the Workplace Health and Safety Act and Regulations;
- Conducting themselves in a manner that ensures their own health and safety and also that of everyone around them;
- Adopting and maintaining safe working practices in accordance with procedures, policy and workplace instructions;
- Using appropriate personal protective clothing and equipment as required and/ or directed;
- Reporting all accidents, injuries, incidents, near misses and damage to plant/ equipment to management as soon as possible;
- Eliminating, reporting or advising a supervisor of potential hazards, hazardous work related conditions and/ or practices; and
- Actively participate in risk assessments of workplace hazards.