



MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

POSITION TITLE:	Administrative Support Officer
EMPLOYMENT STATUS:	Full-time
AWARD CLASSIFICATION:	Level 2 Queensland Local Government Industry (Stream A) Award – State 2017 in conjunction with Mount Isa City Councils Certified Agreement 2018
DEPARTMENT:	Waste and Environment
SECTION:	Environmental Services

POSITION OBJECTIVE

To ensure the provision of a high standard of service and facilities which support and improve environmental and biosecurity services for Council.

ORGANISATIONAL RELATIONSHIPS

Reports to: Environmental Services Coordinator

Supervises: Nil

REQUIREMENTS OF THE POSITION

Skills, Knowledge and Experience

- Understanding of environmental, rural lands, biosecurity and vector control matters;
- High level of confidentiality and ability to exercise discretion in a professional manner essential;
- Well-developed interpersonal communication skills with a high level of customer service aptitude;
- Demonstrated report writing ability;
- A team approach and the ability to effectively operate in a multi-faceted unit where multi-tasking is often required to achieve outcomes;
- Self-motivated with strong time management, problem solving and decision-making abilities;
- Demonstrated ability to communicate effectively (both verbally and written) with internal and external customer including people with different backgrounds/cultures;
- High level of computing knowledge including Microsoft Suite of programs; and
- Knowledge of/ or willingness to learn Council's corporate applications.

Qualifications

- Certificate III in Local Government (Health & Environment) or demonstrated experience in an similar position (desirable);
- Current "C" class Driver's Licence or ability to acquire a licence prior to officially commencing in the role; and
- Possession of a current WH&S Construction White Card.

Training

- Training deemed essential for the position in accordance with Councils Training Matrix.

KEY RESPONSIBILITIES

This position is responsible for the following areas and includes but is not limited to:

Environmental / Rural Lands/ Biosecurity / Vector Control Support

- Assist in implementation of relevant management programs/plans including Biosecurity Plan, Vector Control Management Plan, Local Laws and relevant legislations;
- Liaise with external agencies and community groups to disseminate relevant information and organise joint venture where necessary;
- Provide customer service, by attending to customer enquiries/complaints and consultation with broad range of environmental, biosecurity and vector control matters;
- Assist in collection and compiling of evidence for investigation of suspected and reported prohibited matters;
- Assist in reporting of prohibited and reportable restricted biosecurity matters and notifiable incident to Biosecurity Queensland and relevant agencies;
- Assist in undertaking of enforcement actions including issuance of compliance notice, Penalty Infringement Notice and or prosecution where necessary;
- Write and issue Information Notices to the property/landowners regarding the treatment programs;
- Develop maps and schedules to assist in implementation of various management programs including weed and pest animal control program, baiting and trapping programs, mosquito surveillance and treatment programs and flying fox surveillance program;
- Develop education materials such as factsheets and reports for both internal uses and to be published for the community;
- Assist in developing Safe Work Method Statements (SWMS) for relevant tasks/services provided by Council;
- Follow any lawful and reasonable directives provided by your Supervisor or more senior officer;
- Out of ordinary hours work may be required;

Administrative Support

- Maintain Council's record keeping system, i.e. MagiQ, H-drive and hardcopy where required for all relevant files, documents and registrations;
- Take charge of Council's case management software (iCasework) for all service requests and inquiries received by Council for environmental, rural lands, biosecurity and vector control matters;
- Undertake all administrative tasks such as procuring documents from electronic and hardcopy files, creating and registering documents, preparing invoice requests, credit notes, purchase orders and payment requests;
- Organise meetings with internal and external agencies: write and circulate agendas and meeting minutes;
- Create workplace documents including templates, forms and factsheets, publications such as newsletters and operational and strategic tools such as inspection folders and flowcharts.
- Council reserves the right to change these duties at any time.

Physical Requirements

- It is an inherent requirement of the position to be able to occasionally lift weights;
- Sit continuously for extended periods of time;
- Walk on uneven terrain.

KEY PERFORMANCE INDICATORS

- Provision of professional advice in accordance with relevant legislation and recognised industry standards;
- Regular and systematic performance reporting to the Environmental Services Coordinator evidenced through the completion of assigned tasks professionally within agreed timeframes;
- Accountable for positive health and safety practices;
- High level of customer service and confidentiality maintained;
- High level of participation and commitment to team outcomes;
- All tasks carried out in a professional manner being a positive ambassador for Mount Isa City Council;
- Promotes and complies with Council policies and procedures;

Note: These key performance indicators will outline the annual performance review associated with the position.

DELEGATION AUTHORITY AND ACCOUNTABILITY

- As per Council's Delegations of Authority;
- Authorise expenditure in accordance with Council's Procurement Manual;
- Other delegations as determined by the CEO or Council.

ORGANISATIONAL COMMITMENTS

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health & Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

WORK HEALTH AND SAFETY

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safe plan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Council's WH&S Officer and Supervisor.

GENERAL

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

SELECTION CRITERIA

Administrative Support Officer – Environmental Services

SELECTION CRITERIA		WEIGHTING (%)
SC1	Demonstrated experience in a similar position	30%
SC2	Demonstrated knowledge of Environmental/Rural Lands/ Biosecurity and Vector Control issues or willingness to learn	25%
SC3	Highly motivated with a positive attitude and well-developed interpersonal communication skills with a high level of customer service	20%
SC4	Sound computer literacy skills in Microsoft Suite of programs	15%
SC5	A team approach and the ability to effectively operate in a multi-faceted unit where multi-tasking is often required to achieve outcomes.	10%

AUTHORISATION

Director Chileya Luangala

Signature _____

Date _____

Date originated: 23 November 2020

Date reviewed: 23 November 2022

EMPLOYEE DECLARATION

I, the undersigned acknowledge receiving a copy of the Administrative Support Officer Position Description:

Name: _____

Signature: _____

Date: ____ / ____ / ____