



MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

POSITION:	Administrative Support Officer / Pound Support
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:	Corporate and Community Services
SECTION:	Regulatory Services

POSITION OBJECTIVE

This position is located within Council's Local Laws services and provides administrative support to the Local Laws function. The Administrative Support Officer also undertakes a supporting role to the Pound requirements.

ORGANISATIONAL RELATIONSHIPS

Reports to: Regulatory Services Coordinator

Supervises: Nil

REQUIREMENTS OF THE POSITION

Skills, Knowledge and Experience

- High level of confidentiality and discretion;
- High level of time management skills;
- Self-motivated with problem solving and decision making abilities;
- High level of attention to detail is essential;
- High level of written and reporting skills;
- High level of interpersonal communications skills
- High level of customer service with a professional manner
- High level of computing skills and extensive knowledge of Microsoft Suite;
- Demonstrated experience in a Local Laws environment;
- Knowledge, of or the ability to acquire, knowledge of Council's Local Laws and relevant legislation
- an understanding of the relevant Council policies, procedures, and information systems would be advantageous
- knowledge of Council's corporate applications (PCS, iCaseWorks, magiQ)
- extensive experience in an equivalent position preferably in a similar sized organisation operating a diverse range of businesses
- Stocktaking and inventory management, including raising requisition orders/ procurement
- Banking, money handling including eftpos
- High level of electronic and paper filing
- Accurate and timely data entry
- Experience in a case management system

Qualifications

- Certificate III Business Administration or equivalent experience;
- Current QLD Driver's Licence or ability to acquire a licence prior to commencing in the role is essential;

Training

- Must be willing to undertake and successfully complete 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:

- All customer service and administrative requirements for the Local Laws function;
- Provide administrative support to Local Laws and Pound
- Provide administrative support in the impounding process
- Liaise with Veterinary providers and relevant services related to Local Laws activities
- Prepare relevant infringement correspondence ensuring compliance with Local Laws and relevant legislation
- Communicating with the Council Customer Services team on SPER infringements
- Communicating with the Camooweal Council Representative on animal registrations and fees and charges for Camooweal
- Cash handling and receipt of monies, carry out daily balances and assist with the preparation and processing of bank deposits and cash by post transactions
- Accurately receive, receipt and process applications pertaining to the Local Laws section ie. Park hire/footpath obstructions
- Maintain iCaseworks and ensure communication with Local Laws team members regarding assigned actions
- Undertake social media activities relevant to Local Laws; including monitoring and maintaining the Animal Management Facility Facebook page
- Support the rehoming process, where required;
- Ensure accurate and up to date information is always provided to the public;
- Actively contribute to the promotion of the image of Council and the maximisation of good public relations and maintain professional standards and integrity;
- Update and maintain registers and data as required
- Preparation of monthly statistics for Local Laws
- Manage iCaseworks tasks and advise any public safety risks to authorised officers
- Assist and participate in the coordination of Local Laws events (e.g. annual pet day)
- Assist with pound duties as directed by the Coordinator Regulatory Services
- Assist the Coordinator Regulatory Services and undertake other duties as directed
- Out of ordinary hours work may be required
- You are required to follow any other lawful and reasonable directives provided by your Supervisor or more senior officer; and
- Council reserves the right to vary or change these duties at any time due to operational reasons.

Physical Requirements

It is an inherent requirement of the position to be able to:

- Occasionally lift weight up to 5kg
- Sit continuously for long periods of time.

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

KEY PERFORMANCE INDICATORS

- Provision of professional advice in accordance with relevant legislation and Council Policy
- All assigned tasks completed professionally and on time;
- Regular and systematic performance reporting to the Coordinator evidenced through completion of projects within agreed timeframes
- Accountable for positive health and safety practices;
- High level of confidentiality maintained;
- High level of customer service evidenced;
- High level of participation and commitment to team outcomes;
- All liaisons carried out in a professional manner being a positive ambassador for Mount Isa City Council;
- Consistently meets corporate obligations;
- Promotes and complies with council policies and procedures;
- Effectively process customer complaints ensuring compliance with Councils Policy and Procedure.

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; Safeplan 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 Councils 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 – Administration Support Officer/ Pound Support- Local Laws

SELECTION CRITERIA		WEIGHTING (%)
SC1	Previous experience in a similar role and knowledge of or the ability to acquire knowledge of Councils Local Laws and relevant legislation.	30%
SC2	Proven ability to deal with conflict in an effective manner with good public relations and customer service skills	25%
SC3	High level of written and verbal communication skills	20%
SC4	High Level computer skills with the knowledge of / or the ability to acquire knowledge of various council software programs.	15%
SC5	Ability to meet strict timeframes	10%

AUTHORISATION

Coordinator: Georgia Storm

Signature: _____

Date: ____ / ____ / ____

Date originated: 1 July 2013

Date reviewed: 08 November 2021

EMPLOYEE DECLARATION

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

Name: _____

Signature: _____

Date: ____ / ____ / ____