

Administrative Support Officer – Regulatory Services

Position Outline

Position	Administrative Support Officer
Work Location	23 West Street, Council Administration Building
Directorate	Community Services
Section	Regulatory Services
Reports to	Coordinator, Community Safety
Annual Salary Band	\$79,253.94 - \$84,383.63
Classification	Level 2, Mount Isa City Council Certified Agreement 2024
Engagement Type	Full-Time, Ongoing

POSITION OBJECTIVE

The purpose of this position is to ensure the provision of a high standard of service and facilities which support and improve Regulatory Services for Council.

POSITION REQUIREMENTS

- Demonstrated experience in an equivalent similar position.
- Demonstrated communication & interpersonal skills both verbal and written.
- Well-developed interpersonal skills and a demonstrated track record of excellent written and verbal communication when dealing with a wide variety of stakeholders.
- Sound level of computer skills in a variety of programs inclusive of Microsoft Office Suite 365 within proven demonstrated experience.
- Demonstrated ability to effectively operate in a multi-faceted unit where multi-tasking is often required to achieve outcomes.
- There are no mandatory qualifications or requirements for this position. However, Council values the enhanced work performance which may be gained from the expanded knowledge base and skills acquired during formal tertiary training and encourage both existing and potential staff to participate in lifelong learning.

KEY RESPONSIBILITIES

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

- Provide support to Regulatory Services.
- Assist in the collection and compiling of evidence and processing of penalty infringement notices.
- Liaise with external agencies when required.
- Liaise with external agencies and community groups to disseminate relevant information to the community.
- Provide customer service, by attending to customer enquiries/complaints and consulting with a broad range of licence/permit/approval applications.
- Assist in the processing and approval of applications to Regulatory Services including data entry.
- Assist in maintaining Regulatory Services records including Authority, and hardcopy licence/permit files, various registers and spreadsheets for licensable activities, customer complaints and penalty infringement notices.

- 
- 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.
 - Create workplace documents including templates, forms and factsheets, application packages, publications such as newsletters and social media.
 - You are required to follow any other lawful and reasonable directives provided by your Supervisor or more senior officer.

Out-of-ordinary hours work may be required. Council reserves the right to change these duties at any time.

KEY PERFORMANCE INDICATORS

- Provision of professional advice in accordance with relevant legislation and recognised industry standards.
- Assist in the completion of projects within agreed timeframes and budget.
- Organising monthly reports and knowledge of budgets.
- High level of customer service and confidentiality maintained.
- High level of participation and commitment to team outcomes.
- Promotes and complies with Council policies and procedures.
- Accountable for positive health and safety practices.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

WE AT ISA...

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

HOW TO APPLY

What to include in your application:

Please provide the following information to the panel to assess your suitability:

- Write a maximum 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.

Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/City-Council/Careers/Current-Opportunities> or
- Email Human Resources on hr@mountisa.qld.gov.au
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Please contact the nominated person on the Role Description if you require any reasonable adjustments throughout this recruitment process.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- All workers of Council are responsible for the wellbeing, physical, emotional and cultural safety of the children and young people who receive our services.
- All workers are expected to act in accordance with the Child Safe Organisations Act 2024, including the Child Safe Standards and Universal Principle in their physical and online interactions with children and young people, including outside the course of their work for the Council.
- All workers are subject to the Reportable Conduct Scheme and its obligations as per the Child Safe Organisations Act 2024. Learn more about our commitment to being a Child Safe Organisation on our website.
- ***Applicants must be eligible to live and work within Australia.***



Creation Date	25 May 2021
Review Date	24 February 2025
Contact	Human Resources 07 4747 3389
Closing date	02 September 2026