



## Support Services Officer POSITION DESCRIPTION

<b>Position Number:</b>	3376
<b>Portfolio:</b>	Infrastructure
<b>Business Unit:</b>	Water and Waste Operations
<b>Team:</b>	Administration
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	QLGIA (Stream A) Level 3
<b>Reports To:</b>	Team Leader Administration
<b>Revised:</b>	April 2025

### *General Position Statement:*

This position supports Council's direction by providing complex administration support in a professional, efficient and confidential manner ensuring the continual development of good working relationships with all staff and the public.

### *Specific Responsibilities:*

This position has the following responsibilities:

1. Provide broad administrative functions to the business unit in an efficient and effective manner including creation of work orders; processing of various applications; data entry, review and collation; electronic filing, actioning customer requests, financial tasks, general administration functions and other tasks as required.
2. Draft and prepare written correspondence, reports, agendas, minutes and other documentation and ensure all material prepared is of a high quality.
3. Provide substantial assistance to the team leader with the quarterly meter reading administration functions, exercising strong initiative, problem solving and decision-making skills to ensure legislated timeframes are met.
4. Create, monitor and assess reports necessary to assist with the quarterly meter reading.
5. Financial support to the business unit including data preparation for monthly journals; quarterly and biannual invoicing; and creation of purchase requisitions and receipting as required.

LIVINGSTONE SHIRE COUNCIL

# Values



ACCOUNTABILITY



TEAMWORK



COMMUNITY



POTENTIAL



POSITIVITY

6. Coordinate work functions and perform duties responsibly under broad supervision to resolve issues when required.
7. Administer specialised modules of Council's corporate software including setting up of parameters, workflows, electronic documents and procedural manuals.
8. Provide assistance to the business unit exercising sound judgement, initiative, confidentiality and sensitivity in the efficient performance of work.
9. Perform tasks of a sensitive nature including the provision of information, and act as a first point of contact for all enquiries providing a high level of customer service.
10. Administer operational/service-related requests and issues and/or complaints to ensure prompt identification and take appropriate action to resolve prior to escalation to Senior Officers as required.
11. Respond to public enquiries in a tactful, courteous and empathetic manner, ensuring prompt identification and appropriate action regarding water and waste operations related matters and refer to other departments as required.
12. Provide substantial assistance and training to other administration officers where required; and assist senior officers and other team members as required.
13. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.
14. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
15. Undertake other relevant duties as directed, consistent with skills, competence and training.

## **Position Requirements:**

### **Skills/Competencies**

1. Comprehensive knowledge or the ability to gain comprehensive knowledge of work activities performed within the Water and Waste Operations administration team.
2. Good communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
3. Attention to detail, good time management, planning and organisational skills.
4. Comprehensive knowledge or the ability to gain comprehensive knowledge of work procedures relevant to the work area.
5. Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.



6. Routine operation of computer systems including finance, record management, customer request, asset management and the MS Office Suite.

### Mandatory Qualifications, Licences and Experience

1. Broad administration experience
2. Possess and maintain a current motor vehicle drivers licence.

### Desirable Qualifications, Licences and Experience

1. Experience in a local government environment.
2. Extensive administration work experience.
3. Possess or studying towards a Certificate in Business Administration

### Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** - Respect, protect and promote human rights in your decision-making and actions.

### Physical Requirements

1. Ability to work in an office environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation.
4. Must be available to work the on-call roster if required.
5. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).



### ***Delegations and Authorisations:***

Financial, Administrative and HRM Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's knowledge library.





## Support Services Officer SELECTION CRITERIA

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<b>Revised:</b>	May 2025

Please address each of the selection criteria below in your application:

1. Mandatory qualifications and experience:

- Broad administration experience; and
- Possess and maintain a current motor vehicle driver licence.

2. Comprehensive knowledge or the ability to gain comprehensive knowledge of work activities and procedures within the Water and Waste Operations administration team.
3. Demonstrated ability in developing, monitoring and evaluating reports to support operational processes, with a strong emphasis on accuracy and thoroughness.
4. Good communication (oral and written) and interpersonal skills relevant to the position including the demonstrated ability to administer operational/service-related requests, issues and complaints and take appropriate action to resolve prior to escalating to senior officers.
5. Demonstrated good time management, planning and organisational skills in a fast-paced environment, with the ability to prioritise effectively.

### **Suggested approaches to addressing selection criteria include:**

Responses should be relevant and directly relate to the selection criteria.  
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took, how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.