



Position Description

Position Title:	Business Support Trainee
Position No:	2021, 3314, 4021, 4510
Position Classification:	Level 1
Status:	Temporary – 12 months
Position Revised On:	6 October 2025
Directorates:	Corporate Services, Community Development, Environment and Infrastructure, Planning
Business Unit:	Directorate Business Support
Service Area:	Directorate Business Support
Location:	Civic Centre
Reports To:	Executive Assistant
Reporting Line:	N/A

Primary Purpose

The Business Support (Administration) Trainee provides support services to the Executive Assistant, Business Support staff and other team members to enable the efficient operation of the Directorate to meet the priorities of the organisation whilst undertaking both on the job practical training and specified TAFE course.

Structure



Principle Accountabilities

- Complete Certificate III in Business.
- Assist Executive Assistants, Business Support Officers, and Service Areas across the organisation as directed.
- Respond to customers in a courteous and efficient manner, using initiative to assist in resolving requests and enquiries.
- Handling office tasks such as assisting with meeting set ups, video conferences as required.
- Undertake both manual and electronic filing, archiving and data entry as required.
- Using computers to generate reports, transcribe minutes from meetings and conduct research.
- Assist to accurately maintain databases, systems and administrative processes.
- Engage with teams that are located across the City of Melville to work together to support the Cities Strategic Community Plan.
- Work proactively within both the team and organisation to promote and support a healthy and safe workplace.
- Required to comply with all relevant environmental legislation, regulations and standards.
- Undertake other tasks as requested within scope and level of position.

Position Specifics

Essential Requirements

- Basic numeracy, written and verbal communication skills with the ability to follow processes.
- Basic computer literacy in Microsoft Office suite and systems.
- Basic communication and interpersonal skills to be able to communicate with a range of people from different backgrounds including, people living with disability, diverse cultural backgrounds and people of all ages.
- Basic customer service skills
- Time management with the ability to prioritise tasks and solve problems.
- Ability to work autonomously and as part of a team.

Other

- Any Acting capacity needed within position
- Work proactively within the organisation to promote, support and adhere to a holistic Safety, Health, Environment and Quality culture and associated policies and procedures.
- This position does not have delegated or purchasing authority.