

Position Description

Position title:	Administration Officer
Position number:	254
Group:	Infrastructure and Natural Assets
Reports to position title:	EA to Head of Infrastructure and Natural Assets
Number of direct reports:	<input checked="" type="checkbox"/> Nil <input type="checkbox"/> 1 - 3 <input type="checkbox"/> 4 - 6 <input type="checkbox"/> 7 - 9 <input type="checkbox"/> 10 +
Range or classification:	Pay point 13-18
Approved:	October 2025

Duties and Responsibilities

- Screen and respond to telephone calls, enquiries and formal requests, appropriately allocate inward correspondence, and monitor mayoral, councillor and other formal requests, ensuring that all requests are addressed and finalised within accepted timeframes.
- Log requests and assign to an appropriate officer.
- Provide timely, accurate and clear information about matters of a general nature to internal and external customers via any customer communication channel.
- Compile, enter and maintain documents and data into council's document management system, or relevant business system or database.
- Process correspondence, including preparing replies to general correspondence and checking of correspondence prepared by others (formatting and proof reading) before sending.
- Monitor Group email boxes and action, redirect and acknowledge emails as required and directed.
- Process purchase orders, work orders, refunds and invoices in accordance with Council's policies and procedures.

- Undertake general research tasks, including collating draft reports and information.
- Provide general assistance to Group members as required including coordinating meetings, taking minutes and collating materials for a range of circumstances such as responses to reports or questions.
- Contribute to, and support staff with administrative work, which may include system testing, documenting processes etc.
- In addition to the above, a worker may also be directed to carry out duties and tasks as are within the limits of the worker's skill, competence and training.

Selection Criteria

Essential

- Demonstrable understanding of office procedures and practices, including the ability to acquire and apply knowledge relevant to the role.
- Excellent customer service skills and the ability to apply the principles of the organisation's customer services framework to all activities.
- Excellent oral and interpersonal communication skills, and the capability to apply those skills across a broad range internal and external customer interaction.
- Initiative and problem solving skills and demonstrated experience applying these skills across a broad range of circumstances in an administrative role.
- Effective time management and organisational skills.
- An ability to work effectively in a team environment and contribute toward team outcomes.

Desirable

1. An understanding of local government's role in providing services to its customers.

Authority and Delegations

The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer.

- There are no Delegations or Powers of entries that apply to this position.

Pre-Employment Requirements

Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as a valued member of our community.

We have zero tolerance to child or youth abuse or harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Registration to Work with Vulnerable People Act (Tas) 2013*.

- A Registration to Work with Vulnerable People (Tas.) is required.

National Police Check

- A current National Police Check is required for this position to assess the suitability of the preferred candidate. Appointment to the role is subject to the results of the check, and candidates whose history is deemed unsuitable will not be offered employment.