



Position Description – Admin Support Officer

Reports To

Senior Administration Assistant

Supervisory Responsibilities

Nil

Applicable Award

Local Government (State) Award 2017

Overall purpose of the position

The Administration Assistant will be required to undertake a wide variety of administrative duties providing effective and efficient support to meet the needs of the organisation and it's customers in general, across all areas of Council.

Tasks and responsibilities

- Responsible for ensuring customers enquiries including those generated by the general public, Council staff and management, are handled in a co-operative, courteous, prompt and professional manner.
- Understand the customer's priorities to enable anticipation of their needs and demonstrate initiative in adapting plans and goals to meet them.
- Provide excellent reference and information services and a high standard of customer service to the Gwydir Shire Council staff.
- Write standard correspondence (emails, memos, letters, reports etc) following prescribed formats and /or templates.
- Internally, the position is required to liaise with managers, supervisors and employees throughout the organisation.

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- Ensure compliance with all Privacy Legislation and treat all information of a personal & sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner.
- Provide prompt and accurate responses to all telephone enquiries.
- Assist team members and request assistance when required.
- Responsible for the quality and accuracy of work performed.
- Decisions will be guided by practices, procedures, processes and precedent and made in consultation with your immediate supervisor.
- Regular planning will be required to ensure activities and resources are coordinated for day to day work and projects.
- Foster an environment of total quality service and contribute to work improvement processes.

Other duties may be assigned across all functions within the team, as required. If required to work in other departmental areas direction will be provided by the manager/supervisor of the specific work area.

Equal Employment Opportunity

The Gwydir Shire Council is an Equal Employment Opportunity Employer and appoints on the basis of merit. Merit is determined by assessing the applicant's abilities, qualifications, experience, work performance and personal qualities relative to the requirements of the position.

Requirements of the Role

Essential

- Class C Driver's Licence
- Cert III in Business/Administration or related field.
- Demonstrated ability to identify customer needs and expectations.
- Good interpersonal skills and demonstrated high level oral and written communication skills.
- A high degree of self-motivation together with good time management skills, and the ability to work without supervision.

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- Demonstrated competence in computer operation and record keeping.
- Proactive approach to continuous improvement.

Employment Declaration

- I agree with and understand the requirements of my employment, as detailed in this position description.
- I have had the opportunity to ask questions regarding the terms of my employment and have received satisfactory answers.
- I understand that the above position description describes the general nature of my employment, and that other duties may be required of me upon request.
- I understand that I will not be asked to participate in additional duties that are unreasonable, or outside of my capability and training.
- I understand that I will receive in-house training in aspects of my employment that I am not currently proficient, in order to satisfactorily meet the position requirements.
- I will take reasonable care for my own health and safety.
- I will take reasonable care for the health and safety of others.
- I will comply with any reasonable instruction given by the GSC.
- I will cooperate with any reasonable policies and procedure of the GSC.

Printed Name: _____

Signature: _____

Date: _____

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