

## Position Description

<b>Position:</b>	Administration Trainee
<b>Incumbent:</b>	
<b>Key Result Area:</b>	Organisational improvement
<b>Classification:</b>	Trainee
<b>Award name:</b>	Victorian Local Authorities Award 2001 varied by the Towong Shire Council Enterprise Agreement 2014
<b>Hours:</b>	38 hours per week
<b>Employment term:</b>	12 months
<b>Employment type:</b>	Full time
<b>Location:</b>	Tallangatta Office/Corryong Office
<b>Reports to:</b>	Team Leader Customer Service
<b>Supervises:</b>	Nil
<b>Approved by:</b>	Chief Executive Officer
<b>Date approved:</b>	November 2017
<b>Document type:</b>	Position Description
<b>Reference:</b>	Personnel

## Position Objectives

- Demonstrate positive and supportive behaviours, consistent with Council's values, towards all staff, contractors and Councillors.
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role.
- Gain experience in various aspects of Local Government.
- Deliver professional, courteous, efficient service to all internal and external customers, which meets the standards of a World Class Small Council.
- Provide a training program for a person with an interest in developing a career in local government administration.

## Key Responsibilities and Duties

### Customer Service

Act as backup to the Customer Service Officer for all enquiries made at reception including:

- Provide customer service at front counter/reception
- Answer telephone
- Undertake cashiering functions
- Use the Customer Action Request System (CARS) to record and monitor customer requests
- Other tasks applicable to the workplace at Tallangatta and Corryong office

## **Administration**

Gain knowledge and experience in aspects of Local Government by providing administration and project support to various departments.

Tasks will include:

- Assist with the administration of the library including returns, reservations, queries, statistical data and internet bookings
- Ensure the Reception Area, Council Chamber, Kitchen and all areas visible to the public are maintained in a clean and orderly state at all times
- Create letters, reports and other documents using word processing and desktop publishing applications
- Undertake miscellaneous office tasks including photocopying
- Assist in catering and set-up for Council and other meetings
- Provide relief in other administrative positions as required and within capabilities.
- Other tasks applicable to the workplace at Tallangatta and Corryong office

## **Other**

- Fulfill any other duties as directed by the Team Leader Customer Service that are reasonably within the limits of the employee's skills, competence and training.

## **Risk Management**

- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
- Ensure compliance with the Information Privacy Act 2000 and treat all information of a sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner.

## **Occupational Health and Safety**

- Ensure Council's Occupational Health and Safety Policy and Procedures are observed and complied with at a personal level.
- Ensure that no actions taken by the officer interfere with or place at risk the health and safety of any person at the workplace.

## **Additional Factors**

- Some relief may be required at other Council offices. A Council vehicle will be provided for travel between offices on these occasions and travel will be within normal working hours.

## **Qualifications and Experience**

- Able to undertake the study requirements to attain a Certificate II or III level administration qualification. Training will be provided with a registered training provider. This training will be on the job and will also require the incumbent to undertake workbook exercises.

### **Accountability and Extent of Authority**

- Under the guidance of the Team Leader Customer Service, authority is extended to decision and policy making within areas managed not requiring a direct Council resolution, within the constraints of the Council Plan, policy and delegations, statutory obligations and budget.
- Accountable for efficient and accurate completion of tasks

### **Judgment and Decision Making Skills**

- Able to utilise documented processes and systems in decision making, referring difficult situations to supervisor.

### **Specialist Skills and Knowledge**

- General knowledge of tasks involved in relation to administrative tasks and functions
- Able to understand relevant policies and procedures

### **Management Skills**

- Able to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

### **Interpersonal Skills**

- Excellent written and oral skills.
- Ability to work as a team member, and maintain effective communication with staff.
- Ability to communicate with all levels of Council, community and external sources.

### **Selection Criteria**

- A genuine interest in completing a traineeship within Local Government.
- Demonstrated experience in using Microsoft applications including Word, Excel and Outlook at a basic level.
- Sound interpersonal and customer service skills with the ability to work at all levels in a team environment.
- Good time management skills, with the ability to set and achieve goals.

**Physical Working Conditions**

Type of Hazard	Frequency					
	Rarely		Regular		Often	
	1	2	3	4	5	6
Noise eg. chainsaw	X					
Manual Handling eg. lifting		X				
Operation of heavy machinery eg. tractor	X					
Confined spaces eg. sewerage lines	X					
Hazardous substances eg. herbicide	X					
Heat and exposure eg. outdoors	X					
Isolation eg. tip supervision	X					
Sedentary eg. computer operation						X
Dusty environment eg. quarry	X					

Key: Rarely: once monthly for say ½ hour  
 Regularly: once weekly for say 1 - 2 hours  
 Often: once daily for say at least 3 hours

This position description has been approved by the Chief Executive Officer.

**Juliana Phelps**  
 Chief Executive Officer  
 Date: