



POSITION NAME: OPERATIONS ADMINISTRATION SUPPORT OFFICER

SECTION: INFRASTRUCTURE AND OPERATIONS

DIRECTORATE: INFRASTRUCTURE AND OPERATIONS

1. REMUNERATION

Grade 7 of the Griffith City Council Salary System

2. REPORTING STRUCTURE

a) Directly responsible to:

Director of Infrastructure and Operations

b) Positions directly reporting to this position:

Nil

3. PURPOSE

The purpose of the Operations Administration Officer is to:

Provide competent, effective secretarial and administrative support to the Director of Infrastructure and Operations, Local Emergency Management Committee, and Operation staff ensuring a high level of customer service and communication between all parties.

4. RELATIONSHIPS

The following are examples of relationships that it is anticipated the position will have:

Internal

- Senior Management Team
- Operations Managers
- Fleet Manager
- Airport Coordinator
- Operations Project Engineer
- Works Coordinator, Assistant Works Coordinator and Team Leaders
- Parks and Gardens Manager and Team Leaders
- Other Engineering and Council Staff.

External

- Local Emergency Management Committee members
- Citizens and Visitors
- Developers
- Community and Business Representatives
- Consultants
- Contractors
- Salespersons
- Community Organisations

5. CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES

Policies and Procedures

- Comply with Local Government State Award
- Comply with Council's Code of Conduct, Policies and Procedures at all times
- Maintain organisational confidentiality
- Comply with the requirements of Anti-Discrimination legislation, including Equal Employment Opportunity and all legislative requirements relevant to the position

Customer and Community Relations

- Ensure an efficient, courteous and professional service to internal and external customers at all times
- Present a positive image of Council at all times

Work, Health and Safety

- Ensure all work is performed in accordance with requirements of Work, Health and Safety policies, procedures and legislation
- Report all incidents, hazards and risks to the immediate supervisor
- Maintain and use personal protective and safety equipment as applicable to the role
- Actively participate in Work, Health and Safety activities

Teamwork

- Actively participate as a member of the relevant Council section and department
- Promote and maintain harmonious relationships in the workplace
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Record Keeping

- Ensure accurate and timely record keeping in accordance with Council's requirements

Training and Development

- Actively participate in Council's training and development programs as required

Continuous Improvement and Innovation

- Promote the development of more efficient work practices

Environment

- Consider the protection of the environment when undertaking all Council activities

General

- Perform other duties as required consistent with the level of competencies of the position
- Ensure efficient and appropriate use of Council resources when carrying out work
- Accomplish tasks while working under limited / minimum supervision

6. PRINCIPAL ACCOUNTABILITIES

- Provide high level of administrative support to Infrastructure and Operations directorate staff.
- Develop and deliver administrative process and systems that support the organisation.
- Assist with the maintenance of Operations Registers (eg RMS (Roads & Maritime Services), Safety Alerts, Stock Grazing Permits, SWMS (Safe Work Method Statements), register).
- Assist with the opening and set up of an Emergency Operations Centre.

7. KEY DUTIES

- Provide effective secretarial and administrative support to the Director Infrastructure and Operations and all Operations Managers, including timely monitoring of customer enquiries in person, via emails and telephone calls.
- Coordinate appointments and diary for the Director Infrastructure and Operations.
- Provide effective administration support to Managers for WHS Safety Management and Risk Management Plans, safe work method statements, preparation of reports, drafting letters, minute taking and upkeep and maintenance of all departmental records.
- Maintain Operations department's Web Pages, Road Opening Permit Register, Contractor's Register, Quality Systems and other Databases as directed.
- Assist Operations Managers with letter drops to community, deliveries, pickups, and maintaining their office areas and records.
- Follow-up on CRMS's (Customer Requests), and create responses.
- Provide administrative support for contract administration, progress payments and tender documentation, ensuring that tender administration procedures are followed.
- Coordinate responses and draft letters to Utility Companies in response to Land Activity Notices (LAAN's) from relevant Council departments for comment.
- Monitor incoming calls to the Operations Department, redirecting calls to the correct Managers or correct council officers.
- Maintain database for all Job Hazard Risk Assessment and Method Statements for Operations Department.
- Tutor and provide assistance to Operations staff in the use of the InfoCouncil Business Paper System.
- Coordinate and attend Local Emergency Management Committee Meetings, including attendance at Emergency Operations Centre.
- Coordinate and prepare Agendas for Committee Meetings, Toolbox meetings and Engineering Coordination Meeting, including minute taking and minute preparation.
- Issue, document and maintain Authority to Traffic Control cards to Works Staff.
- Coordinate responses and draft letters to Community and Progress Associations from relevant Council departments for comment.
- Create, issue and complete purchase orders for Infrastructure and Operations departmental staff.
- Create and manage Applications for Works within Road Reserve Register, monitoring and organising Asset Inspectors inspections of works and coordinating Bond Refunds..
- Create and maintain spreadsheets for various tasks e.g benchmarking, analysis of current practices in Works, Fleet and Supply, Airport and Parks and Gardens.
- Book catering, meetings, appointments and travel arrangements as required for Operations managers.

8. COMPULSORY REQUIREMENTS OF THE POSITION

Nil

9. KEY SELECTION CRITERIA

ESSENTIAL

- Certificate III in Business Administration or relevant industry experience.
- Proven ability in providing a high standard of administrative and secretarial support.
- Excellent organisational skills developed/utilised in a similar role.
- Demonstrated public relations and customer service skills.
- Demonstrated experience in using Microsoft Office Suite (Word, Excel and PowerPoint)
- Demonstrated high level verbal and written communication skills
- Hold a current Driver License.
- Demonstrated ability to exercise discretion and maintain confidentiality

DESIRABLE

- Demonstrated experience working unsupervised to an agreed standard
- Demonstrated experience in minute taking.
- Demonstrated knowledge of the operation of a computerised record management system.

10. CRITICAL PHYSICAL FACTORS

Described below are the critical physical factors (CPF) associated with this role. The CPF are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these CPF as an inherent requirement of their employment.

KEY

I Infrequent: exposure to the physical factor two – three times a year on average

O Occasional: exposure to the physical factor less than twice a week on average

F Frequent: exposure to the physical factor 3 - 4 times a week on average

C Constant: exposure to the physical factor more than 5 times a week on average

R Repetitive: exposure to the physical factor multiple times in an hour

S Seasonal: Activity involves seasonal variations

N/A Not Applicable

≡ Winter

* Summer

Demands	Description	I	O	F	C	R	S	NA
Physical Demands of Job Tasks								
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels		X					
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery							X
Hand/Arm Movement	Tasks involve use of hands/arms - e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.					X		
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.							X
Standing	Tasks involve standing in an upright position without moving about							X
Driving	Tasks involve operating any motor powered vehicle		X					

Demands	Description	I	O	F	C	R	S	NA
	Tasks involve driving vehicle on unsealed roads.	X						
Sitting	Tasks involve remaining in a seated position during task performance				X			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	X						
Walking/Running	Tasks involve walking or running on even surfaces		X					
	Tasks involve walking on uneven surfaces		X					
	Tasks involve walking up and / or down slopes		X					
	Tasks involve walking whilst pushing/pulling objects	X						
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees, onto plant							X
	Tasks involve climbing over or under machinery							X
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground.	X						
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms		X					
	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms for more than one hour at a time - e.g. whipper snipper.							X
	1. Light lifting/carrying (0-9 Kg)	X						
	2. Moderate lifting/carrying (10-15 Kg)	X						
	3. Heavy lifting/carrying (16 Kg and above)	X						
Restraining	Tasks involve restraining animals / objects							X
Pushing/Pulling	Tasks involve pushing/pulling hand powered objects away from or towards the body. Also includes striking or jerking. - e.g. hammer, hoe.							X
	Tasks involve pushing/pulling powered objects away from or towards the body. Also includes striking or jerking. - e.g. chainsaw, whipper snipper, jackhammer, drills, grinders.							X
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.	X						
Manual Dexterity	Tasks involve fine finger movements - i.e. keyboard operation, writing, tightening a nut.				X			
Sensory Demands of Job Tasks								
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - i.e. looking at screen/keyboard in computer operation, working in dark environment, etc.				X			

Demands	Description	I	O	F	C	R	S	NA
Hearing	Tasks involve working in a noisy area - e.g. boiler room, kitchen, workshop and/or operation of noisy machinery/equipment							X
Smell	Tasks involve the use of the smell senses as an integral part of the task performance - e.g. working with chemicals							X
Exposure to Chemical Hazards								
Dust	Tasks involve working with dust - e.g. sawdust							X
Gases	Tasks involve working with gases							X
Fumes	Tasks involve working with fumes - i.e., which may cause problems to health if inhaled.							X
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - e.g. dermatitis							X
Working Environment								
Temperature	Tasks involve working in temperature extremes and exposure to outdoor elements - e.g. working in a cool room, working outdoors, boiler room							X
Confined Spaces	Tasks involve working in confined spaces which may affect individuals with claustrophobia							X

11. AUTHORITY TO ACT

Delegations set out in the Council's delegation register or made by the General Manager.

12. AMENDMENT TO THIS POSITION DESCRIPTION

This position description may be amended from time-to-time and any changes will be communicated in writing.

Position Description reviewed: July 2019

Job Evaluation Assessment Date:

I accept the requirements of the position description and I can deliver its required outputs.

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(print name)

.....
(signed)

.....
(date)