

ADMINISTRATION ASSISTANT



Position:	Administration Assistant
Classification Level:	Level 4
Location:	Palumpa
Reports to:	Community Services Manager

Organisational Environment

The West Daly Regional Council commenced operations on 1 July 2014. The new council was formed as part of the 2013 Local Government reforms in the Northern Territory. The Regional Council has been formed by the demerger of the Victoria Daly Regional Council. It includes the communities of, Peppimenarti, Palumpa and Wadeye and has a population of approximately 2778.

Personal Attributes

Ethical behavior – It is imperative that the Administration Assistant displays the highest level of integrity and ethical conduct.

Attitude – demonstrates a positive approach towards the workplace ensuring to display appropriate behaviors and to be seen as a respected role model.

Discretion – being able to make decisions on what to do in a variety of situations and ability to make sound judgments.

Consistency of service – all work performed by the officer needs to be of the highest quality and consistent.

Safe work practices – perform all work duties following WHS regulations.

Summary of Position

The Customer Service Team Leader is responsible for the provision of a high standard of customer service for the council and community.

Position Liaises with

Internal	External
Chief Executive Officer	Government Representatives
Executive team	Community Organisation Representatives
Community Service Managers	Local Government Association Of the Northern Territory (LGANT) staff
All Council Staff	Consultants
	Community members

Specific Duties

1. Ensure the day to day management of the Customer Service function is maintained in an efficient & effective manner.
2. Deal with a range of customer queries face to face, phone, email and fax.
3. Providing administrative support for all Palumpa WDRC departments, including maintaining records, drafting correspondence, filing, screening telephone calls and visitors, scheduling appointments and meetings, making travel arrangements and organising catering for visitors, meetings and functions.
4. Create accommodation bookings and charge outs for VOQ's and dongas.
5. Create purchase orders and receipt goods.
6. Petty cash management, reconciliation and banking.
7. Checking and collation of employee timesheets and submitting to Payroll.
8. Purchase stationary and stock when required.
9. Ensure an effective, efficient and courteous service is provided to all service users and the community.
10. Supervise a small team, and provide coaching and mentoring to staff where required.
11. Ability to develop and lead a team effectively.
12. Ensure discretion and confidentiality is adhered to and promote the Council's image as an efficient and effective organisation.
13. Maintain a safe working environment and ensure Workplace Health Safety regulations are adhered to.
14. Ensure the policies and procedures of the Council are available in the office for staff and ensure it is updated with amended policies and procedures.
15. Carry out any other duties within your capabilities as directed by the Community Service Manager.

Selection Criteria

Essential

1. Proven effective administrative and customer service skills, including the ability to be discreet, maintain confidentiality and discern sensitive issues.
2. Demonstrated high level interpersonal, oral and written communication skills.
3. Proven ability to participate as part of a team and to work co-operatively with Council staff members and peers in achieving objectives.
4. Demonstrated organisational skills, including an ability to work under pressure and complete tasks within required time frames, work independently and flexibly, exercise initiative and attend to detail.
5. Ability to utilise a range of computer programs to produce reports and correspondence.
6. Ability to prioritise workloads and work independently and in a team.
7. Sound knowledge of the principles of Workplace Health & Safety.

Desirable

1. Technology 1 and InfoXpert experience.
2. Appropriate qualifications or 4 years experience in a similar role.
3. A current Northern Territory driver's licence.

Approval

This appointment is a full time position and the appointed applicant will be required to undergo a Police check. The position holder must be willing to adhere to Councils Code of Conduct, Conditions of Employment, Policies and Procedures.

Chief Executive Officer

I _____ have read, understood and agree to the position description as set out above.

(Signature)

(Date)

Created:	7 th January 2015
Version:	2
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