

Job and Person Specification

Position:	Development Services Administration Officer
Department:	Development Services
Reports to:	Development Services Coordinator
No of Direct Reports:	Nil
Award / Level:	Administration Level 2
Incumbent:	Vacant
Date Appointed:	

Position Objective
<p>This position is responsible for meeting the day to day administrative and customer service needs of Council's Development Services Department. The role is required to work within established guidelines, timeframes and objectives and in accordance with Council policy, procedures and government legislation.</p> <p>The Development Services Administration Officer is a diverse, multi-skilled position offering support to all Development Services functions including planning, building, plumbing and at times of leave providing support to the administration positions within the department.</p> <p>The position will require adherence to our organisational values of "Working as a team with open and honest communication; we act with integrity whilst showing respect and being positive and proactive in our actions."</p>

Key Result Area	Key Tasks	Performance Indicators
Administration	<p>General administration tasks relating to the Development Services activities including but not limited to:</p> <ul style="list-style-type: none"> • Letters/Emails including general correspondence and technical correspondence. • Archiving • Preparation/coordination of applications including approval documentation for assessment by relevant assessing officers. • Preparation/production of approved forms and accompanying correspondence • Maintenance of registers, systems and procedures. • Monthly reporting and statistics for multiple agencies (Department of Justice, ABS, Council Agenda, Tasmanian Building & Construction Industry Training Board) 	Administration tasks are completed to a high, accurate standard and in a timely manner
Customer Service	<ul style="list-style-type: none"> • Provide an efficient response to customer enquiries (including over the counter and telephone) for all 	Customers receive prompt and accurate

	<p>functions of the department and in accordance with Council's Customer Service Charter</p> <ul style="list-style-type: none"> • Attend to all customer queries ensuring accurate and timely responses and refer to responsible officer where appropriate. • Booking in and coordinating departmental meetings and inspections. 	<p>service within Customer Service Charter expectations.</p>
Team Support	<ul style="list-style-type: none"> • Act as a liaison and coordinate calendar bookings for Development Services staff in their absence, including appointments, inspections and meetings. • Coordination of Statutory Assessments 	<p>Accurate and timely completion of specialist tasks in accordance with agreed procedures and performance standards.</p>
General	<ul style="list-style-type: none"> • Any other duties as required by the Development Services Coordinator 	<p>Tasks completed as requested</p>
Legislation and Council Policies	<ul style="list-style-type: none"> • Be aware of and ensure a thorough understanding of all relevant Council Policies and Procedures • Understand the requirements to ensure compliance with any occupational specific legislation 	<p>Compliance with policies, procedures and legislative requirements</p>
Work Health and Safety	<ul style="list-style-type: none"> • Work in accordance with OH&S legislative requirements at all times. • Participate in occupational health and safety training. • Report incidents and accidents to Risk and Safety Coordinator. 	<p>Compliance with Workplace Health & Safety Act 2012 OH&S training is completed as requested.</p>

Selection Criteria/Person Specification

QUALIFICATIONS/EXPERIENCE	<ul style="list-style-type: none"> • Minimum three (3) years' experience in an administrative and/or customer service role. • High-level proficiency in Microsoft Office Suite (Word, Excel, Outlook) and the ability to work effectively in a technology-equipped environment. • Strong keyboard and data entry skills with a high degree of accuracy and attention to detail. Desirable (but not essential) • Experience working in local government or a regulatory environment. • Understanding of planning, building, and plumbing administrative processes.
KNOWLEDGE/SKILLS	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, with the ability to prepare correspondence and liaise effectively with internal and external stakeholders. • Strong interpersonal skills, including the ability to work collaboratively within a team environment. • Ability to remain calm and professional while handling difficult customers and situations. • Understanding of confidentiality requirements when handling sensitive information.

	<ul style="list-style-type: none"> Ability to work within established guidelines, Council policies, procedures, and government legislation. Commitment to upholding workplace health and safety standards.
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> Communication style is professional and pleasant in manner to foster positive relationships. A friendly and supportive demeanour while upholding a high standard of professionalism in all interactions. Demonstrate integrity by handling sensitive information responsibly and adhering to confidentiality requirements. Ability to Managing challenging situations and difficult customers with patience, tact, and composure, while remaining solution focused.
Other Specifications	
DELEGATIONS & AUTHORITY	N/A
JOB REQUIREMENTS	The incumbent is required to work within established guidelines, timeframes, and objectives and in accordance with Council policy and procedures and government legislation.
EEO	Ability to clearly understand and adhere to all Council policies associated with Equal Employment Opportunity, Discrimination and Harassment.
TRAINING	In-office training will be provided.

By accepting this position, the employee understands their responsibility:

- To keep all information that they are exposed to confidential during and after their period of employment with Break O’Day Council. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- To not access any information within Council's systems that is not directly relevant to their work.

Employee Signature: _____ Date: ___ / ___ / ___

Approved By Departmental Manager: _____ Date: ___ / ___ / ___

Approval By General Manager: _____ Date: ___ / ___ / ___

Date Position Created: ___ / ___ / ___ Date Position Reviewed: ___ / ___ / ___