



Job and Person Specification

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

Position Objective
<p>As a key member of our Corporate Services Team, the Corporate Services Officer role is designed for a versatile "all-rounder" who is eager to make a difference within Council. This position requires an adaptable individual capable of managing a variety of administrative duties while providing exceptional customer service.</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
Customer Service	<ul style="list-style-type: none"> • Provide an efficient response to customer enquiries (including over the counter transactions and telephone) for both the main office and works depot in accordance with Council's Customer Service Charter. • Activate Customer Service Requests where appropriate. • Provide assistance and cover for Customer Service staff as required. 	Customers receive prompt and accurate service within Customer Service Charter expectations.
Administrative Duties	<ul style="list-style-type: none"> • Undertake a range of general administrative duties relating to the activities of Council service delivery. 	
Finance	<ul style="list-style-type: none"> • Provide assistance and support for finance activities undertaken by Corporates Services, which could include: <ul style="list-style-type: none"> ~ Creditors – produce purchase orders, process invoices and payments. ~ Debtors – process invoices, debt collection. 	Accurate and timely completion of specialist tasks in accordance with agreed procedures and performance standards.

	<ul style="list-style-type: none"> ~ Rates – process rates enquiries, refunds, debt Collection. ~ Payroll - enter timesheets and process fortnightly pay run, process superannuation and update ATO data. ~ Bank Reconciliations – process daily reconciliations. 	
Support the coordination of Council's Policies and Procedures	<ul style="list-style-type: none"> • Assist where required with the maintenance and updating of Council's Policy and Procedures database and ensure all are in accordance with current legislative requirements. 	Efficient and accurate keeping of records in accordance with current legislation
Support the coordination of Council's Leases and Licenses	<ul style="list-style-type: none"> • Assist where required with the maintenance of Council's Leases and Licenses database and ensure all are in accordance with current legislative requirements. 	Efficient and accurate keeping of records in accordance with current legislation
Corporate Services Executive Support	<ul style="list-style-type: none"> • Administratively assist and support the Corporate Services management team where required. 	Ensure efficient delivery and work is performed to a high standard
Records	<ul style="list-style-type: none"> • Provide assistance and support for the Information Officer. 	Ensure information is captured to record keeping standards.
IT	<ul style="list-style-type: none"> • Provide assistance and support to the Corporate Services Coordinator and Information Officer with the delivery of Digital Transformation within the organisation. 	
Governance	<ul style="list-style-type: none"> • Provide general administrative assistance to the Governance area as and when required. 	Ensure Governance matters continue to be undertaken in a timely manner.
Occupational 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. • Participate in Risk Assessment activities. 	Compliance with Workplace Health & Safety Act 2012 OH&S training is completed as requested.
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. 	Compliance with policies, procedures, and legislative requirements.

Selection Criteria/Person Specification	
QUALIFICATIONS/ EXPERIENCE	<ul style="list-style-type: none"> • It is essential that the applicant has relevant experience in administration. • It is desirable but not essential that the applicant has relevant experience in finance, record keeping, IT or associated administrative fields. • Proven ability to work with a variety of software programs, for example financial systems, records management, etc. and the ability to work in a technology equipped environment. • Knowledge of Council operations and the tasks performed, or the ability to quickly acquire such knowledge.
KNOWLEDGE/SKILLS	<ul style="list-style-type: none"> • High level administrative skills with an eye for detail. • Well-developed interpersonal skills and an ability to communicate in a friendly and effective manner whether it is verbally or in writing. • Ability to assess and efficiently respond to customer enquiries including over the counter transactions and telephone enquiries by assisting quickly, politely, and professionally. • Ability, either individually or as a member of a team, to plan, organise, set priorities, and work effectively and efficiently and to provide help to other staff members in peak periods. • Exceptional time management skills and an ability to meet deadlines. • Ability to work autonomously with a level of instruction reflective of the complexity of the task. • Excellent problem-solving skills and an ability to think logically in developing a solution. • Ability to build and enhance relationships that support other team members and reflect the agreed organisational values.
Selection Criteria/Person Specification	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • An approachable and helpful nature. • An ability to both pacify and satisfy difficult customers. • An ability to communicate in a professional and pleasant manner. • Ability to maintain confidentiality.
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	Will be provided on the job

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: ____ / ____ / ____