

# **POSITION DESCRIPTION**

## **OF Senior Corporate Service Officer**

---

<b>Title:</b>	Senior Corporate Services Officer
<b>Tenure:</b>	Full Time - 80 Hours per fortnight (Monthly RDO)
<b>Section:</b>	Corporate Services
<b>Level:</b>	Level 6 – Local Government Industry Award 2020

---

#### **POSITION OBJECTIVES:**

- Provision of first-class administration and customer service to the Shire of Nungarin's ratepayers, customers and staff members.
  - Provide customer service to the administration function of the Shire of Nungarin.
  - To ensure Council's Records system is compliant with relevant legislation and to administer and maintain Council's records and information retrieval functions in an accurate and up to date manner.
- 

#### **REQUIREMENTS OF THE POSITION:**

##### *Skills:*

- Developed keyboard and typing skills.
- Developed numeracy skills.
- Developed time management and organisational skills.
- Sound communication skills, both written and verbal.
- Developing public relation skills.
- Ability to work as part of a small team.
- Ability to use initiative and work in a team environment with minimal supervision.
- Sound analytical, research, evaluation and problem solving skills.
- Able to maintain strict confidentiality

##### *Knowledge:*

- Developed knowledge of the English language including spelling, grammar and vocabulary.
- Developed knowledge of Microsoft Office Products, especially Word and Outlook.
- Working knowledge of the local area.
- Developing knowledge of Council's organisational structures and function.
- Sound knowledge of typing/word processing work practices.
- Good knowledge of Local Government practices and procedures.
- Sound knowledge of records procedures and associated software.

##### *Experience:*

- At least two years' experience in an administration position.
- Sound experience in a records environment.

*Qualifications and / or Training:*

- Recognised office administration qualifications and/or suitable experience in a relevant field.
  - Completion of Year 10 Certificate with English, Typing or Computer Studies and Maths.
  - Hold a current "C" class motor drivers licence.
- 

**KEY DUTIES / RESPONSIBILITIES:**

*Customer Service:*

- Reception and customer services duties as required, including answering telephone calls and face to face enquiries;
- Taking hall bookings and ensuring the correct forms are completed;
- Maintain Customer Service Charter on a regular basis, incl. updating of office staff and contacts;
- Department of Transport duties when required.

*Front Counter:*

- Reconcile daily funds received with receipts issued and prepare bank deposit;
- Deposit funds received at bank when required;
- Maintain the key register incl. follow-up of outstanding keys;
- When required, mail / bank run and processing of incoming mail.
- Process the receipt of funds received in person and by mail;

*Governance:*

- When required, assist with the preparation and distribution of Council Agenda and Minutes;
- Maintain Council website on a regular basis;
- Organise and coordinate all Council functions incl. the annual Christmas party, Emergency Services Function, Meritorious Community Service Awards and other events.

*Record Keeping:*

- Management of correspondence and records for the Shire, electronic and hardcopy;
- File all coded mail and documentation;
- Process incoming mail including electronic and physical correspondence, opening and recording allocation in the Shire's record keeping system (Altus) and distributing to appropriate recipients.
- Oversee the archiving of documents in accordance with Council's official Record Keeping Plan;
- Oversee the administration of Councils records and information system and functions, including ease of reference, reliability, access and security.
- Ensure compliance with the State Records Act including preparation and maintenance of an organisational record keeping plan;
- Oversee the maintenance of Councils electronic document and records management system Altus Records, ensuring the system is up to date at all times.
- Filing on a daily basis, ensuring filing indexes are updated with changes. Doubtful documents to be referred to the Manager of Corporate Services.
- Maintenance and management of archive records.
- Ensure Archive storage is maintained in a manner that is consistent with the retention and disposal register;

- Maintain appropriate retention and disposal of all records;
- Ensure scanning of all incoming and outgoing documents, both are done on a daily basis;

*Finance:*

- Accounts receivable and payable task when required;
- Apply for and process small grants;
- All duties relating to the processing of Rates;
- All duties relating to the processing of Payroll.
- Maintain the “Tender” and “Written Quotations” register.
- Assist in the procurement process of the Shire, including creating purchase orders and management of financial data.

*Organisational:*

- Exercise discretion, initiative or seek judgement where practices and direction are not clearly defined.
- Maintain organisational security and confidentiality in accordance with organisational policy and legislative requirements.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Comply with Council’s Code of Conduct ensuring probity and ethical behaviour in all dealings.
- Recommend changes or strategies which promote a ‘Continual Improvement’ and ‘Best Practice’ approach to service delivery where relevant to the scope of the position or department.

*General:*

- Relieve the Corporate Service Officer as required;
- Develop operational practices and guidelines as they pertain to the position;
- All other Shire duties from time to time as requested by the Chief Executive Officer and the Manager of Corporates Services..

---

**ORGANISATIONAL RELATIONSHIPS:**

Responsible to:                      Manager Corporate Services

Supervision of:                      Corporate Service Officer

Internal & External Liaison:

Internal:                                All Council staff

External:                                Ratepayers and residents  
 General Public

Chief Executive Officer

Manager Corporate  
Services

Senior Corporate Service  
Officer

---

**EXTENT OF AUTHORITY:**

This position operates under the broad direction of the Manager Corporate Services and within the parameters of Council's policies and procedures, relevant guidelines and delegated authority, as well as statutory provisions of the Local Government Act 1995 and other legislation.

---

**CORPORATE ACCOUNTABILITIES:**

- All employees are bound by the requirements of the *Local Government Act 1995* to act with integrity, and in a way that shows proper concern for the public interest.
- Comply with Council's Code of Conduct, management directives and approved policies and procedures.
- Avoid participation in any activities that may represent a conflict of interest with Council transactions and your obligations.
- Maintain obligations described within the Shire of Nungarin's Customer Service Charter.
- Comply with all requirements for capturing corporate information and understand that the Local Government is the owner of all intellectual property rights in all documents, materials or other things created or contributed to by the employee (whether alone or with others) in the course of their employment.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Deliver effective use of Shire resources within the level of accountability for this position

---

**OCCUPATIONAL SAFETY AND HEALTH:**

- Ensure all staff understand and embrace the importance of safety in the workplace, equal opportunity, behaving appropriately and respecting colleagues.
- Comply with the safety policies and procedures as prescribed by the Council and abide by relevant statutory safety requirements at all times.
- Report all accidents, incidents and hazards.

- Conduct risk assessments and complete job safety analysis prior to the commencement of tasks where relevant.
- Eliminate and control hazards in the workplace using the hierarchy of controls.
- Take reasonable care to ensure your safety at work, and that of others, by complying with safety and health instructions, policies and procedures, including the OS&H Act 1984 and OS&H Regulations 1996.

## SELECTION CRITERIA:

### *Essential:*

- Recognised office/administration qualifications and/or suitable experience in a relevant field
- Sound knowledge of Records procedures and associated software
- Developed customer service skills.
- Sound verbal and written communication skills.
- Proven time management skills, with the ability to work under pressure, use initiative and be well organised.
- High level computer skills, including the use of Microsoft Word, Excel and internet applications.
- At least two years' experience in an administrative position involving customer service.
- Able to maintain strict confidentiality.
- Current unrestricted "C-A" (Automatic) or "C-B" (Manual) class national driver's licence.
- Provision of a National Police Clearance not more than three months old will be required to support eligibility for this position (not required if an internal appointment).

### *Desirable:*

- Certificate in Records Management or similar.
- Sound working knowledge of computerised records management software.
- Good knowledge of Local Government practices and procedures
- Good knowledge of the Shire of Nungarin region, services and facilities.
- Knowledge of Local Government structures and functions.
- Basic knowledge of accounting, in particular Debtors and Creditors control.
- Experience in the use of internal record keeping procedures.

## PHYSICAL DEMANDS CRITERIA:

<b>Standing:</b>	Regular standing is required throughout the day.
<b>Sitting:</b>	Required during the performance of desk/office/computer duties, and while attending meetings. Also while driving a vehicle.
<b>Walking:</b>	General walking throughout the environs of the Shire of Nungarin, over vacant, undeveloped land and construction sites, with many variables of underfoot conditions.
<b>Bending or Stooping:</b>	Limited bending and stooping only.
<b>Lifting:</b>	Lifting of small to medium items of equipment.



<b>Pushing:</b>	Limited pushing ability only.
<b>Arm and Hand Movement:</b>	Must have full dexterity of both hands and full arm movements to enable use of a wide range of work related items.
<b>Reaching:</b>	Limited reaching only, except when reviewing plans.
<b>Carrying:</b>	Limited carrying of small to medium items only.
<b>Neck Flexion and Rotation:</b>	Regular spinal rotation is utilised during normal work duties.
<b>Handling/Dexterity:</b>	Must be able to operate a range of office related items e.g. computer. Also while driving a vehicle.
<b>Eyesight:</b>	Good peripheral vision and good hand eye coordination is required to perform normal duties.  All other functions require a general standard of vision; e.g. reading, office duties and use of computer based equipment.
<b>Hearing:</b>	A good level of hearing capability is required.
<b>Psychological Factor:</b>	An ability to work with autonomy likewise be part of a Team. Be able to maintain excellent observation and concentration skills.  Good coping skills are important in the interaction with employees and members of the public.
<b>Literacy Skills:</b>	Must have good reading, numeracy, analytical and comprehension skills especially, technical knowledge, along with good verbal and writing communication skills, especially when dealing with a diverse clientele.

**AREAS OF POTENTIAL HAZARD AND RISK**

- Personal Injury
- Public Safety
- Dust
- Insects
- Manual handling and lifting
- Slipping and tripping
- Falling
- Access and Egress (from vehicle)
- Public interaction

**STAFF INDUCTION RECORD**

We the undersigned, agree that the incumbent has performed the following necessary induction processes required for the position.

INDUCTION	INCUMBENT	SUPERVISOR	DATE
Workplace Duties & Responsibilities			
Workplace Safety Induction			
Workplace Emergency Evacuation			
Declaration of Understanding			
Council's Code of Conduct			

**POSITION & INCUMBENT DETAILS:**

Notes: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the positions. The original of all updated PD's must be returned to the Manager of Corporate Services for filing on personnel files.

Present Occupant \_\_\_\_\_

Signature

Date appointed:

Approved: \_\_\_\_\_  
Chief Executive Officer

Date: \_\_\_\_\_