



Position Title:	Administration Officer - Casual		
Position Code:	C011	Reviewed:	12/10/2022
Award Classification:	Band:	2	Level: 1
Salary System Grade:	Grade:	2	Minimum Level: 1
Approved:	Emily Lane		Date: 12/10/2022

Primary Purpose of the Position

The Administration Officer will provide the highest level of frontline customer service to the community, and reliable administrative support to ensure effective business processes.

This position may be deployed across Council's Customer Service and/ or Administration Units.

Job Specific Key Accountabilities



The following Job Specific Key Accountabilities provide a high level description of the outcomes that the incumbent of this position is expected to deliver. These accountabilities are outcomes focused, and should be considered alongside Council's **Our People Capability & Behaviour Framework**:

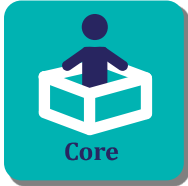
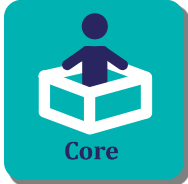
1. Provide the highest level of frontline customer service to the community, ensuring that complaints, enquiries and service requests are recorded, referred for action by appropriate staff and followed up where required.
2. Provide reliable administrative support to Technical and Professional staff such as word processing, desktop publishing, data input, preparation of routine correspondence, and compilation of professional business documents.
3. Handle and resolve Customer Service enquiries and complaints on the full range of Council's services.
4. Maintain and ensure accuracy of systems, registers and databases.
5. Compile data, prepare and distribute reports to meet statutory requirements.
6. Provide administrative support to Council, Committee and other meetings including agendas, notices, and minutes.
7. Proactively provide input into the development, implementation, monitoring and continual improvement of processes and service delivery.
8. Any other such duties that are commensurate with the employee's skill level, competency and training.

Key Capabilities

The Muswellbrook Shire Council **Our People Capability & Behaviour Framework** applies to all Council employees. This position requires the following level of capabilities and behaviours in accordance with the Framework:



The following 3 capabilities have been selected from the Framework at the level indicated above, as **Key Capabilities** for this job. Key Capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the typical behaviours expected to be displayed in this position and should be read considered alongside the Job Specific Key Accountabilities:

Muswellbrook Shire Council Capability Framework		
Group and Capability	Capability & Behaviour Descriptors	
	Accountability: Be responsible for own actions, act within levels of authority, and understand and apply legislative frameworks and policies	• Be responsible for your own actions • Understand and follow policies and procedures • Comply with safe work practices to ensure the safety of self and others
	Effective Communication: Listen, interpret and convey information in a clear and respectful manner	• Explain things clearly and respectfully • Allow others time to speak, and actively listen to others • Approach conflict objectively, and refer to a supervisor where appropriate
	Collaboration: Work within a team environment, cooperate with others and consider the needs of others to achieve shared goals	• Participate as a supportive team member and work with other team members to achieve goals • Help other team members to share the load in peak work periods • Work together in challenging situations



Key Tickets, Qualifications and Other Skills

1. Certificate III Business Administration or other equivalent qualifications or experience.
2. Advanced competence in the use of Microsoft Office Software.
3. Class C Drivers Licence.
4. Demonstrated experience and/or capability to deliver the *Job Specific Key Accountabilities* (above).
5. Demonstrated **Fundamental Level** key capabilities as defined in the *Key Capabilities* Table (above).
6. Previous experience in using Civica's Authority System (desirable).