Administration Officer
POSITION DESCRIPTION



Position Number:	1138
Department:	Organisational Services
Section:	Fleet and Facilities
Unit:	Fleet Services
Position Status:	Fixed Term Full Time
Classification:	Level 2 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Fleet Administration Supervisor
Revised:	November 2026

General Position Statement

This position supports Council's direction by providing administrative and customer-service focused support to Fleet Services in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

- Act as the primary point of contact for internal customers requiring fleet and plant maintenance services.
- Receive, record and assist in the coordination of maintenance requests through Council's fleet management systems and established work practices.
- Assist in the coordination of preventative maintenance bookings, inspections and servicing requirements for fleet assets in accordance with approved schedules and procedures.
- Liaise with customers, supervisors, workshop personnel and external service providers regarding maintenance activities, scheduling requirements and fleet asset availability.
- Monitor and follow up maintenance bookings to ensure servicing requirements are completed within required timeframes.
- Provide timely updates to customers regarding maintenance progress, delays, completed works and asset availability.
- Facilitate the booking, rescheduling and cancellation of workshop appointments and maintenance activities.
- Assist in monitoring scheduled servicing requirements and generate reminders for upcoming maintenance activities.
- Administer customer notifications relating to servicing requirements, vehicle availability and maintenance completion.
- Maintain accurate records relating to fleet utilisation, maintenance activities and customer requests.
- Process purchase orders, goods receipting and associated administrative transactions in accordance with Council requirements.
- Perform remedial actions with suppliers and service providers regarding administrative and scheduling matters as directed by Supervisor.



- Assist in the administration of vehicle registrations, infringement notices, fuel card records and fleet-related compliance documentation.
- Administer Council's pool vehicle booking processes and associated records in line with relevant procedures and work instructions.
- Build and maintain positive working relationships with internal customers and stakeholders to support effective service delivery.
- Assist Senior Officers with fleet programs, projects, initiatives and continuous improvement activities as required.
- Exercise judgement, initiative, confidentiality and sensitivity in the performance of duties.
- Assist in identifying opportunities to improve fleet service delivery, customer experience and administrative processes.
- Refer matters that may impact upon the business, Council or employees to the relevant Supervisor, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated experience providing high-quality customer service, administrative support and coordination services.
- Strong organisational and time management skills with the ability to manage multiple customer requests and competing priorities.
- Demonstrated ability to assist in coordinating maintenance bookings, appointments or service-related activities in an efficient and professional manner.
- Ability to maintain accurate records, documentation and information within corporate systems.
- Ability to exercise judgement, initiative, confidentiality and sensitivity in the performance of work.
- Ability to resolve routine customer enquiries and administrative issues through established procedures and processes.
- Demonstrated ability to build and maintain positive working relationships with internal and external stakeholders.
- Knowledge of or ability to quickly acquire knowledge of fleet operations, maintenance processes and relevant Council procedures.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet the requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate teams and across Council.
- Time Management – Ability to plan and organise tasks and workloads to meet objectives of the role.
- Problem Solving – Ability to identify issues, gather information and implement solutions within the boundaries of the role.
- Deliver Excellent Customer Service – Ability to consistently meet customer expectations regarding responsiveness, communication and service delivery.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

Administration Officer
POSITION DESCRIPTION



Qualifications

- Certificate III in Business Administration, Customer Engagement, Business Operations or equivalent demonstrated experience

Desirable Experience

- Experience within a fleet, transport, automotive, workshop, plant or maintenance environment.
- Experience coordinating bookings, scheduling activities or customer service functions.
- Experience working with asset management, fleet management or maintenance management systems.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Administration Officer
POSITION DESCRIPTION



Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

Administration Officer
POSITION DESCRIPTION

