

Personal Assistant to GM Organisational Services POSITION DESCRIPTION



Position Number:	2654
Department:	Organisational Services
Section:	Organisational Services Directorate
Position Status:	Fixed Term Full Time
Classification:	Level 3 – Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	General Manager Organisational Services
Revised:	August 2026

General Position Statement

This position supports Council's direction by being responsible for providing administration assistance in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provision of high level executive assistance and administrative support to the General Manager and more broadly to the Department demonstrating a high degree of judgement, initiative, confidentiality and sensitivity.
- Provision of administrative support including diary management, filing, mail distribution and other tasks as required.
- Act as a first point of contact for customers and attempt to resolve issues prior to escalating them to a Senior Officer.
- Provide administrative support to Managers, Coordinators and Supervisors as required.
- Researching, drafting and preparation of correspondence, reports and presentations to a high standard and in timely and efficient manner.
- Coordination of workflows for the General Manager.
- Act with a degree of initiative to assist the General Manager.
- May be required to supervise and/or assist lower classified officers.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties including special projects as directed, consistent with skills, competence and training.

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Position Requirements

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

Skills/Competencies

- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role and to provide quality customer service.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Conflict resolution and negotiation skills.
- Ability to effectively operate Council's computer systems including R1 (TechnologyOne), ECM and the MS Office Suite.
- Ability to research and draft replies to correspondence, reports and other such documentation.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use professional judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.

Qualifications

- Certificate III Business Administration and/or equivalent demonstrated experience.

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.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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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.

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:	General Manager Organisational Services
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	