

Senior Administration Officer

POSITION DESCRIPTION



Position Number:	3959
Department:	Regional Services
Section:	Infrastructure Planning
Unit:	Corridor Management
Position Status:	Permanent Full Time
Classification:	Level 3 – Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Coordinator Corridor Management
Revised:	July 2026

General Position Statement

This position supports Council's direction by providing a wide range of administrative and project support in a professional, efficient, and confidential manner ensuring the development of good working relationships with all staff and the community.

Specific Responsibilities

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

- Provide high level customer service to both internal and external stakeholders.
 - Provide high level administrative support to the Corridor Management Unit and other units within Infrastructure Planning as required, demonstrating a high degree of judgement, initiative, confidentiality, and sensitivity.
 - Accurately process applications and documents and ensure all legislative timeframes are adhered to.
 - Monitor and manage customer service requests, complaints, general enquiries and other administrative workflows for the Corridor Management Unit, ensuring all are processed in accordance with adopted service standards and initiate appropriate action as required.
 - Maintain office systems including creating and implementing of new processes and procedures to meet the Corridor Management Unit's needs.
 - Liaise with other Council Departments or sections to ensure business processes and workflows are efficient and seamless to the customer.
 - Assist with community awareness and public consultation campaigns and other tasks as required.
 - Provide leadership, training and mentoring to team members and assist with resolving day to day issues.
 - Supervise and/or assist lower classified officers when required.
 - Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
 - Undertake other relevant duties as directed, consistent with skills, competence, and training.
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POSITION DESCRIPTION



Position Requirements

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

Skills/Competencies

- Significant experience providing a range of high level administrative, customer service and organisational and time management skills to complete work accurately and in accordance with Council standards and timeframes.
- Significant research and analysis skills with ability to interpret data and compile reports for management.
- Ability to demonstrate or gain knowledge and understanding of policies and procedures relevant to the section.
- Proven experience in the coordination of meetings including the drafting of agendas and the preparation of minutes and action items.
- Proven interpersonal skills with the ability to effectively liaise with internal and external clients.
- Knowledge or ability to gain knowledge in the legislative requirements relevant to the Section.
- Demonstrated experience in conflict resolution, problem solving and negotiation skills.
- High level of literacy, numeracy, and keyboard skills, with accuracy and attention to detail.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- 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 sound 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

- Qualifications in Certificate III in Business Administration and/or equivalent demonstrated experience relevant to the position.

Desirable Qualifications and Experience

- Experience in a local government environment.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *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* – Ensure that your behaviour is aligned with the Code of Conduct.

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POSITION DESCRIPTION



- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *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 (minimal provisional).
- 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.

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 Infrastructure Planning
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	