

Administration Officer

POSITION DESCRIPTION



Position Number:	3212
Department:	Regional Services
Section:	Civil Operations
Unit:	Support Services
Position Status:	Fixed Term Full Time
Classification:	Level 2 – Rockhampton Regional Council Certified Agreement 2025 – Internal Employees
Reports To:	Supervisor Support Services
Revised:	August 2026

General Position Statement

This position supports Council's direction by being responsible for providing administrative 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.

- Provide high level customer service to both internal and external stakeholders.
- Provide administrative support to the various units within Civil Operations by carrying out tasks such as filing, mail distribution, data entry, creation of purchase orders, accurate record keeping and all other general administration duties as required.
- Provide assistance to Senior Officers and Support projects within Civil Operations as required
- Provide administrative support to the various units within Civil Operations demonstrating sound judgement, initiative, confidentiality, and sensitivity.
- Act as a first point of contact for all internal and external customers and refer matters to Senior Officers when required.
- Receiving Customer Requests and ensuring prompt identification and appropriate action is taken.
- Receiving and triaging all Work Requests and ensuring prompt identification and appropriate action is taken, including creating Work Orders and Work Inspections.
- 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.
- Maintain knowledge of and remain up to date with relevant policies, procedures and work practices relating to Civil Operations administration functions.
- Provide assistance to Senior Officers and support projects within Civil Operations as required.
- Consistently demonstrates a high level of attention to detail and accuracy in data entry, record management and daily tasks, ensuring delivery of outcomes within required timeframes.

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Position Requirements

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

Skills/Competencies

- Ability to research and draft replies to correspondence, reports, and other documentation.
- 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.

Desirable Qualifications

- Qualifications in Certificate III in 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* – Ensure that your behaviour is aligned with the Code of Conduct.
- *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 HRM 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.

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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:	