

Support Officer

POSITION DESCRIPTION



Position Number:	1351
Department:	Communities and Lifestyle
Section:	Open Spaces and Recreation
Unit:	Parks Support
Position Status:	Fixed Term Full Time
Classification:	Level 2 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Supervisor Parks Support
Revised:	August 2026

General Position Statement

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

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

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

- Provision of administrative support to the section including the creation and dispatching of Work Orders, arranging/facilitating meetings, taking minutes, mail distribution and other tasks as required.
- Demonstrate judgement, initiative, confidentiality and sensitivity in the performance of work.
- Provision of purchasing/procurement support across the Section as required.
- Collate park booking applications relevant to sports fields and other community facilities/parks, work collectively with other business units and community organisations, and provide recommendations to the Supervisor.
- Act as a first point of contact for customers, community organisations and other internal business units to effectively facilitate various types of enquires and requests.
- Contribute to the provision of administrative support to the section and provide guidance and mentoring to other staff, including trainees.
- Deal with operational/service related complaints and issues to ensure prompt identification and appropriate action.
- Research and prepare replies to correspondence, reports, presentations and other documentation.
- Assist with the preparation, coordination and set up of designated projects and specific events for the team.
- Support continuous improvement initiatives such as system and processes enhancements across the unit to increase efficiency to meet business performance and compliance.

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- 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.

Position Requirements

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

Skills/Competencies

- Good communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Good time management, planning and organisational skills.
- Conflict resolution, problem solving and negotiation skills.
- Financial record keeping skills and knowledge (desirable).
- 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.
- Ability to research and draft replies to correspondence, reports and other documentation.
- Knowledge or ability to quickly acquire knowledge of Council processes, policies and systems and work activities undertaken by the Section.
- 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.
- Ability to work autonomously, respond well to changing task focus and priorities with a sound ability to multi-task.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- 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 and Experience

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

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.
- *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.*

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Additional Requirements

- Ability to work in an office and outdoor 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).
- Ability to work with screen-based equipment over long periods with prescribed rest breaks.

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
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	