

# Administration Officer POSITION DESCRIPTION



<b>Position Number:</b>	3154
<b>Department:</b>	Communities and Lifestyle
<b>Section:</b>	Planning and Regulatory Services
<b>Unit:</b>	Support Services
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	Level 2 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
<b>Reports To:</b>	Senior Administration Officer
<b>Revised:</b>	July 2025

## General Position Statement

This position supports Council's direction by providing administration assistance 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 filing, registering documents, mail distribution, typing, maintaining Pathway workflows, updating Pathway registers and modules, and other tasks as required.
- Provide administrative support at the Animal Management Centre when required – liaise with owners of impounded animals / objects for their release and completion of paperwork and payment of fees.
- Process relevant paperwork and payments to animal welfare agencies.
- Exercise good judgement, initiative, confidentiality and sensitivity in the performance of work.
- Perform tasks of a sensitive nature including the provision of information, accounting for monies and assistance to clients.
- Accurately record, receive and receipt money.
- Act as a first point of contact for customers and deal with operational/service related complaints and/or issues effectively ensuring prompt identification and take appropriate action to resolve prior to escalating them to a Senior Officer.
- Respond to public enquiries in a tactful, courteous and empathic manner, ensuring prompt identification and appropriate action regarding Planning and Regulatory Services matters and referral to other departments as required.
- Assist in maintaining office systems including creating, updating and implementing of work instructions.

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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.

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### 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.
- Knowledge of work activities performed within the Unit.
- Good conflict resolution and negotiation skills.
- Solid time management, planning, organisational skills and the ability to prioritise is a must.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.
- Demonstrated ability to research and draft replies to correspondence, reports and other such documentation.
- 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.
- 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 demonstrated experience in a customer focussed administrative role.

#### 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.*

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## 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).

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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.

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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.

<b>Authorised By:</b>	Manager
<b>Signature:</b>	
<b>Date:</b>	
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	