



SHIRE OF DERBY/WEST KIMBERLEY

POSITION DESCRIPTION

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| Position Title: | Administration and Customer Service Coordinator |
| Establishment Number: | CS06 |
| Classification: | 6 |
| Unit: | Administration |
| Department: | Corporate Services |
| Responsible to: (Immediate Supervisor) | Executive Manager Corporate Services |
| Incumbent: | |
| Prepared By: | Executive Manager, Corporate Services |
| PD Reviewed and/or Updated: | 19 December 2008 |

1. POSITION OBJECTIVES

1.1 Objective(s) of the Position

- To coordinate the delivery of an effective corporate records management service that ensures accurate and timely dissemination and retrieval of information.
- To coordinate the delivery of administrative services across the organisation that ensures timely service functionality and deliverance.
- To provide administrative support and assistance to the Executive Manager Corporate Services.
- To supervise Council's administrative and customer service functions.

1.2 Within Department

- To provide effective administrative support and assist with the supply of an effective and professional customer service.
- To participate in and contribute to the Corporate Services team to ensure Unit objectives and performance standards are met.

2. REQUIREMENTS OF THE JOB (SELECTION CRITERIA)

2.1 Skills

Essential:

- Well developed verbal and written communications skills
- Well developed interpersonal skills including teamwork.
- Well developed customer service skills.
- Well developed research and report writing skills.
- Sound organisational and time management skills.
- Developed supervisory skills.
- Developed computer skills.
- A strong desire and demonstrated ability to be self motivated, proactive and results focused.

2.2 Knowledge

Essential:

- Working knowledge of information technology, including Microsoft Office products.
- Working knowledge of computerised records management systems.
- Working knowledge of office procedures and general administrative practices.

- Working knowledge of contemporary management practices and principles.

Desirable:

- Basic knowledge of corporate and strategic planning.
- Working knowledge of relevant Occupational Safety and Health legislation.
- Knowledge of the insurance process regarding lodgement of claims and general administration.
- Knowledge of Retention and Disposal Schedules.

2.3 Experience

Essential:

- Considerable experience in a customer focused environment.
- Considerable experience in report writing and complex correspondence.
- Demonstrated experience in general office administrative procedures and the coordination of projects.
- Previous experience in working with computer software programs (including spreadsheets, word processing).
- Demonstrated experience in a supervisory position

Desirable:

- Demonstrated records management experience.
- Ability to implement and maintain an accurate file and correspondence referencing system.

2.4 Qualifications and/or Training

Essential:

- Year 12 English or equivalent.

Desirable:

- Associate Diploma level or higher studies in office administration.

3. KEY DUTIES/RESPONSIBILITIES

Outcome – Corporate Management

- Assist the Executive Manager Corporate Services in the development, implementation and ongoing communication of strategic plans, policies and objectives.

Outcome – HR Management

- Monitor and review staff performance and provide counselling and advice.
- Identify and provide ongoing training and development of Unit staff.
- Recruit and select Unit staff, in conjunction with the Human Resources section.
- Provide new Unit staff with an effective induction program, in conjunction with the Human Resources section.
- Develop and maintain a sense of loyalty and team ownership between members of the Unit.
- Provide leadership and direction to Unit staff to ensure best practice and a high standard of professional practice.
- Ensure Council policies and administration procedures are fully understood and adhered to by Unit staff.

Outcome – Operational Management

- Assist the Executive Manager Corporate Services in the preparation and monitoring of the approved annual budget of the Unit.
- Prepare reports to Council and Senior Management as required.
- Implement resolutions of Council and report on progress of action taken.
- Seek assistance and input from Unit staff into the effective delivery of Unit services to all its customers.

Outcome – Customer Service

- Develop harmonious relationships with all customers, internal and external.
- Treat all customers with professionalism and dignity.
- Promptly attend to customer enquiries in a courteous and effective manner.
- Take initiative to attend to existing or potential customer needs.
- Play a lead role in ensuring good customer service is delivered throughout Council, in line with policies and procedures.

Outcome - Safety & Health

- Ensure that, where practicable, Unit staff are not exposed to hazards.
- Ensure that accidents and significant incidents are properly and promptly reported to the Executive Manager, Corporate Services.

- Ensure that relevant staff are consulted with regards to changes to premises, plant and equipment which may / will impact on their safety and health.
- Ensure that plant and equipment provided is in good condition and suitable for the purpose for which it is to be used.
- Ensure that there is competent and sufficient supervision to facilitate the work to be carried out in a safe manner.
- Comply, as far as is reasonable, with safety and health instructions.

Outcome – Records Management

- Assist the Executive Manager Corporate Services in the development, implementation and ongoing communication of records management policies and objectives.
- Coordinate the ongoing development and maintenance of Council's records management system, ensuring the needs and requirements of users are met.
- Control the movement of records to inactive/archival storage and ensure destruction of obsolete correspondence records as designative by the State Records Office Retention and Disposal Schedule.
- Coordinate the implementation of the Shire of Derby/West Kimberley Records Management Plan.
- Maintain safe custody for Shire of Derby/West Kimberley Cemetery Register.
- Maintain register and safe custody for Shire of Derby/West Kimberley legal documents.
- Develop, maintain and promote use of a Corporate Library.
- Train staff in use of Council's records management system as required.

Outcome – Administration

- Assist the Executive Manager Corporate Services with the maintenance, preparation and administration of Shire of Derby/West Kimberley legal documents and leases, including liaison with lawyers as necessary.
- Undertake file/correspondence-based research for senior staff.
- Assist in the provision of photocopier/duplicating services to all departments as required.
- Assist the Executive Manager Corporate Services in the conduct of Local Government Elections.
- Prepare, submit and follow up all insurance claims with Council's insurers.
- Undertake yearly review and update of all Councils insurance schedules.
- Coordinate and complete Council's Annual Report and Compliance Audit Return.
- Assist the Executive Manager Corporate Services with research and preparation of various recommendations and reports for Shire of Derby/West Kimberley activities as required.

Undertake other duties as required by the Executive Manager Corporate Services in accordance with the broad banding principles of the Local Government Officers' (WA) Award.

(Note: The above key duties and responsibilities are in accordance with the broad banding principles of the Award. They are not an exhaustive list of duties and responsibilities of the position.)

4. ORGANISATIONAL RELATIONSHIPS:

4.1 Responsible to:

Executive Manager Corporate Services

4.2 Supervision of:

Customer Service Officer
Records Officer
Trainee Clerical Officer

4.3 Internal/external liaison:

Internal

President and Councillors
Executive Management Group
All staff in regard to records management, administration and customer service issues

External

Other local authorities
Various appropriate Government departments and agencies
Municipal Insurance Broking Service (MIBS)
State Records Office of WA
WA Local Government Association
General Public

5. EXTENT OF AUTHORITY

This position operates under the general supervision of the Executive Manager Corporate Services within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act 1995 and other relevant legislation.

This position may make decisions in the following areas independently, without the guidance of the Executive Manager Corporate Services:

- In operational matters assigned to the Unit within delegated authority.
- In relation to routine matters arising from the Unit within delegated authority.
- Generating reports, research, studies and recommendations to Senior Management or Council.

This position may give direction (either directly or indirectly) to all:

- Unit staff.
- Staff in regard to records management procedures and issues.

This position is required to undertake problem solving by:

- Applying documented methods or techniques, precedents and guidelines.
- Assistance is available when required.
- Some use of initiative and judgement required when procedures not clearly defined.

This position may exert influence in the following areas:

- Encouragement of innovation with the Unit's operations.
- Work priorities.
- Improvements to customer service and administration work practices.
- Involvement in formulating and implementing the Unit's overall objectives.

This position may make recommendations on:

- Matters within the ambit of the Unit's role and activities.
- Operation of the Unit's structure and its effectiveness.
- The resourcing of the Unit.
- Recruitment and development of Unit staff.
- Systems and procedures that impact upon the provision of quality service to internal and external customers.

This position may approve and officially sign the following documents for/on behalf of the Council (internally or externally):

- Routine correspondence emanating from the Unit.
- Contracts, agreements and requisitions in line with delegated authority and Council resolutions.

6. POSITION DESCRIPTION ADMINISTRATION

I agree that this position description accurately reflects the duties and responsibilities of the position indicative at the time of signing.

I also understand that this position description may be further reviewed at a future date.

Incumbent

Date

Executive Manager Corporate Services

Date

CEO

Date