



## SHIRE OF DERBY/WEST KIMBERLEY

### POSITION DESCRIPTION

<b>Position Title:</b>	Trainee Clerical Officer
<b>Establishment Number:</b>	
<b>Classification:</b>	Level 1 – Shire of Derby/West Kimberley Collective Workplace Agreement 2006
<b>Units:</b>	Administration and Finance
<b>Department:</b>	Corporate Services
<b>Responsible to: (Immediate Supervisor)</b>	Administration & Customer Service Coordinator
<b>Incumbent:</b>	
<b>Prepared by:</b>	Michelle Inglis, Administration & Customer Service Coordinator
<b>PD Reviewed and/or Updated:</b>	March 2007

## **1. POSITION OBJECTIVES**

### **1.1 Objective(s) of the Position**

- To assist in the provision of general clerical and administrative support within the Corporate Services department.
- To provide a learning opportunity for developing skills and experience in the field of administration, records, finance and customer service.
- To complete the requirements of Certificate 11 in Business Administration.

### **1.2 Within Unit**

- To assist the Administration & Customer Service Officer in the provision of effective administration systems.

## **2. REQUIREMENTS OF THE JOB (SELECTION CRITERIA)**

### **2.1 Skills**

Essential:

- Developed verbal and written communications skills.
- Developing customer service skills.
- Developing computer and data entry skills.
- Developing interpersonal skills.

Desirable:

- Basic skills in the using a wide range of office equipment, including computers.

### **2.2 Knowledge**

Desirable:

- Working knowledge of information technology and use of computers.
- Basic knowledge of administration and office procedures.

### **2.3 Experience**

Desirable:

- Clerical office experience in the areas of customer service and cash handling (including cashiering).
- Basic experience in the use of general office equipment eg. fax, photocopier, computer etc.

## **2.4 Qualifications and/or Training**

Essential:

- Completion of Year 10 or equivalent in Mathematics and English.
- Desire to undertake appropriate training.

## **3. KEY DUTIES/RESPONSIBILITIES**

### **Outcome – Safety and Health**

- Promptly report all workplace hazards and incidents/accidents to the Administration Officer.
- Operate equipment, appropriate devices and protective equipment in accordance with demonstrated safety procedures and proper instruction.
- Comply, as far as is reasonable, with safety and health instructions.

### **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.
- Assist with telephone and counter enquiries, ensuring they are dealt with in a prompt and professional manner and customers are directed to the appropriate officer or department.
- Take messages on behalf of staff, ensuring they are accurate and delivered promptly by the use of the office electronic mail or other appropriate means.

### **Outcome – Records Management Support**

- Assist in the preparation and recording of outgoing correspondence and the collection, recording and distribution of incoming mail to appropriate personnel.
- Assist with the filing of correspondence.
- Assist with the creation of new files.
- Assist with the collection, recording and distribution of faxes.
- Assist with the recording of email records.
- Research and retrieve information from files.
- Assist in the appraisal, storage and destruction of records according to approved retention and disposal schedules.
- Assist in the preparation of materials for inactive storage and retrieves files from off site storage and archives.
- Assist in the filing of reference items to the Corporate Library

### **Outcome – General Administration**

- Assist in providing an effective switchboard service for the Shire.
- Provide reprographic services (photocopying, collation and binding) and similar clerical assistance to staff as required (eg faxing).

- Assist with bookings for Shire venues.
- Assist in the maintenance of the Shire's cemetery records.
- Assist in the maintenance of the Administration buildings key register and the issue of keys.
- Assist other staff with data entry when required.

**Outcome – Cash Handling**

- Assist with the accurate and efficient receipt of monies received.
- Assist in the reconciliation and banking of monies received.

**Outcome – Corporate Services Department Orientation**

To be provided with an awareness and understanding of the following areas within Corporate Services:

- Creditors – payment of accounts
- Debtors – issue of invoices
- Rates – levying and collection of rates and charges in respect to properties

Undertake other duties as required by the Administration Officer in accordance with the broad banding principles of the Shire of Derby/West Kimberley Collective Workplace Agreement 2006

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

**4. ORGANISATIONAL RELATIONSHIPS:**

**3.1 Responsible to:**

Administration & Customer Service Coordinator

**3.2 Supervision of:**

Not applicable

**3.3 Internal/external liaison:**

Internal – Corporate services staff. Other staff as required

External – General public/customers

**5. EXTENT OF AUTHORITY**

This position works under the direct supervision of the Administration & Customer Services Coordinator within clearly defined activities. Duties at this level will be closely monitored with instruction and assistance always readily available.

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

- Nil.

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

- Nil.

**This position may exert influence in the following areas:**

- Nil.

**All positions require some degree of problem solving, creativity and judgement in order to fulfil the objectives and requirements of the position. This position:**

- Work outcomes are closely monitored, freedom to act is limited by work practices relevant to the area, and to specific instructions and in developing the necessary competency. Assistance is readily available when problems arise and the position has no scope for interpretation.

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

- Nil.

## **5. SELECTION CRITERIA**

### **Essential:**

- Living in the Shire of Derby/West Kimberley
- "C" Class Drivers Licence
- Demonstrated absence of a relevant criminal history - Police clearance
- Sound knowledge of the English language including spelling, grammar and vocabulary
- Sound oral and written communications skills
- Sound numeracy skills.
- Ability to work as a member of a team.
- Ability to liaise with a wide range of people from diverse social and cultural backgrounds
- Time Management and organisational skills
- Ability to maintain the confidentiality of information
- Ability to provide valued customer service and support

### **Desirable:**

- Basic skills in the using a wide range of office equipment, including computers.
- Developing computer and data entry skills.
- Working knowledge of relevant information technology including Microsoft Office and Email.

*Note: Applicants need to be able to demonstrate all of the above criteria at interview but as an initial requirement may submit a statement outlining how best they would achieve the outcomes listed under Key Duties/Responsibilities.*

**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

\_\_\_\_\_  
Supervisor/Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO

\_\_\_\_\_  
Date