

## ADMINISTRATIVE RELIEF STAFF

### Casual

Colac Otway Shire is looking for skilled and highly motivated people to join our pool of casual administrative staff. The pool is sourced to provide backup/relief staff in the areas of administration and customer service to departments across Council.

You will have experience in providing administrative support, be proficient in the use of Microsoft Word, and have an ability to prioritise and handle a range of tasks with attention to detail.

As the first point of contact you will pride yourself in offering excellence in customer service and managing customer enquiries in a friendly, professional and timely manner.

**Applications welcome anytime.**

**Peter Brown**  
**Chief Executive**

[www.colacotway.vic.gov.au](http://www.colacotway.vic.gov.au)

***“Colac Otway Shire is an equal opportunity employer”***

### Colac Otway Shire

The Colac Otway Shire is situated within a two hour drive of Melbourne. The Shire is vibrant and progressive with some of the most picturesque scenery in the State.



The Colac Otway Shire is a rural, residential and resort area. The Shire encompasses a coastline, rainforests, waterfalls, lakes total land area of 3,250 square kilometres of which a large proportion is State Forest and National Park, including beaches, and craters.

### Vision

A sustainable community with a vibrant future

### Mission

Council will work with our community and partners to provide:

- Innovative leadership, good governance and financial accountability
- Value for money, accessible and appropriately targeted services
- A strong advocacy and engagement approach to achieve a truly liveable community

### Our Values

- Respect
- Integrity
- Goodwill
- Honesty
- Trust



Colac Otway  
SHIRE

### CONTENTS

Advertisement	1
Colac Otway Profile	1
Vision, Mission, Values	1
Position Description	2



# Colac Otway SHIRE

## POSITION DESCRIPTION

<b>Position:</b>	<b>Administrative Relief Staff Casual</b>
<b>Award Classification:</b>	<b>Band 3 (Victorian Local Authorities Award 2001)</b>
<b>Division:</b>	<b>Corporate Services</b>
<b>Department:</b>	<b>People, Performance &amp; Culture</b>
<b>Approved By:</b>	<b>Manager People, Performance &amp; Culture</b>
<b>Date Approved:</b>	<b>16/07/2015</b>

### POSITION OBJECTIVE

- To deliver efficient and professional administrative support to the nominated Unit, performing a broad range of word processing, general secretarial and administrative duties.
- To deliver an outstanding customer service experience to the community and organisation.

### KEY RESPONSIBILITY AREAS

#### Administration

- Provision of high quality administrative support with excellent attention to detail.
- Highly developed word processing skills.
- Undertake the scheduling of appointments and meetings utilising Microsoft outlook and prepare minutes of meetings as required.
- Exercise good judgement and discretion regarding confidential issues.
- Receive telephone calls and take messages on behalf of the Unit staff and follow up on phone enquiries as required.
- Assist in the creation and maintenance of standard letters, mailing lists and other basic information for the Unit.
- Perform other duties and responsibilities reasonably within the capabilities of the position.

#### Customer Service

- Be the initial contact for all enquiries, as required.
- Provide accurate and timely information and assistance to customers in all aspects of Council's operations, both over the counter and via the telephone.
- Actively promote a responsive and client orientated environment.
- Respond promptly and professionally to incoming calls and requests from internal and external customers.

- Actively contribute to the team within the Department and Council, promote best practice and maintain professional standards and integrity.
- Accurately receive, receipt and process payments, applications, requests, permits and licences including data entry into various Council systems in accordance with Council policies and procedures, as required.
- Receive and announce visitors to relevant staff and maintain visitor sign in book.

## **STANDARD ORGANISATIONAL RESPONSIBILITIES**

### **Customer Service**

- Promote Council's policy of excellence in customer service.
- Provide appropriate customer services to our customers in a prompt and pleasant manner
- Maintain the highest ethical standards and confidentiality in dealing with data, our customers and each other
- Develop individual skills and knowledge that will better serve our customers

### **Occupational Health & Safety/Risk Management**

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace.
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice.
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice.
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.

### **Human Resources**

- Identify training and development needs through Appraisal System for yourself and any staff you directly supervise, and participate in corporate training
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes

### **Information Management**

- Ensure accurate and prompt registration of all customer requests within the request system, action and respond to assigned requests within a prescribed timeframe and according to Colac Otway Shire Performance Standards;
- Ensure effective use of relevant application software systems (appropriate level of training provided).
- Make and keep accurate and complete records of business activities, including email.
- Ensure the quality and accuracy of data used or enter into TRIM
- Understand records management obligations and responsibilities
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

### **Organisational Development**

- Promote Council Values and participate in the ongoing improvement processes.
- Participate in the development and monitoring of Unit Business Plan objectives as appropriate.
- Participate in the benchmarking and continuous improvement of Council's services.
- Participate in the annual Employee Alignment and Engagement Survey
- Comply with the Colac Otway Shire Customer Performance Standards.

## ORGANISATIONAL RELATIONSHIPS

Reports to:	Training & PP&C Administrator Coordinator/Supervisor within nominated Unit
Directly Supervises:	N/A
Internal Liaisons:	All staff
External Liaisons:	Residents/Customers/Visitors Business and Community Organisations State and Federal Government Agencies Other Councils and Statutory Authorities

## ORGANISATIONAL CONTEXT

### Vision

A sustainable community with a vibrant future

### Mission

Council will work with our community and partners to provide:

- Innovative leadership, good governance and financial accountability
- Value for money, accessible and appropriately targeted services
- A strong advocacy and engagement approach to achieve a truly liveable community

### Our Values

- Respect
- Integrity
- Goodwill
- Honesty
- Trust

**The Position:** to deliver professional support to various Units of Council in an efficient and effective manner by the provision of administrative support and the provision of exceptional customer service to external and internal customers, ensuring that enquiries are promptly dealt with in a professional and efficient manner.

## CLASSIFICATION CRITERIA

### Accountability and Extent of Authority

- Responsible at all times to carry out the position to the standards prescribed by the Unit i.e. the highest standards of accessibility, accountability, responsiveness and service and operate in a manner which provides a high level of customer service.
- Accountable for the quality and efficiency of work in a timely manner.
- Accountable for the confidentiality of all documents and information available to the position.

### Judgement and Decision Making

- Judgement is exercised in the selection of the most appropriate process available from systems used, procedures available and methods and processes used in the Department.
- Decisions of a non-routine or politically sensitive nature must be referred to the relevant Supervisor, with guidance and advice always being available within the time necessary to make the decision.
- Show initiative and innovation in approach to all aspects of the position.

### **Specialist Skills & Knowledge**

- Proficient in the use of Windows based applications including Microsoft Word, Excel and Outlook.
- Well-developed oral and written communication skills.
- Ability to prepare basic correspondence.
- High level of customer service skills that demonstrate responsiveness to all interactions.
- Experience in the provision of reception, counter and telephone communications in an efficient and customer focused manner.
- Develop/maintain familiarity with all aspects of the Shire's operations and the services provided by each Unit.
- Ability to use electronic cash receipting and recording systems and payment facilities (EFTPOS, credit cards, cheques, cash).

### **Management Skills**

- Ability to plan and prioritise workload, along with the ability to adapt to changing priorities.
- Ability to meet competing priorities with a flexible and adaptable approach.
- Highly developed organisational and time management skills with high attention to detail.
- Ability to cooperate with and assist other staff to deliver the best possible outcome for the customer.

### **Interpersonal Skills**

- Well-developed oral communication skills in order to establish and enhance rapport with all levels of staff.
- Flexibility and willingness to be a team player.
- Well-developed written communication skills to be able to prepare basic correspondence.
- Exercise loyalty, good judgement and discretion regarding confidential issues.
- Convey information to all customers in a positive and consistent manner; be confident and assertive where required.

### **Qualifications and Experience**

- Proven experience in office support, administration, secretarial and general office procedures.
- Proven communication and customer relations skills.
- Proven experience in a busy, service focused environment.
- Experience in Office Administration, Microsoft products, word processing.
- Victorian Driver's licence.

### **KEY SELECTION CRITERIA**

- Minimum 12 months experience in office support, administration, secretarial and general office procedures in a fast paced office, where using initiative and problem solving skills.
- Excellent computer and keyboard skills (including Microsoft Office based applications at an intermediate skill level or above).
- Minimum 12 months experience in the provision of customer assistance in a busy, service focused environment, including reception, counter and telephone service.
- Excellent attention to detail, and a thorough and systematic approach to keeping records.
- Ability to exercise good judgement and discretion regarding confidential issues.
- Well-developed organisational skills using time management and productivity systems to manage work and meet competing deadlines.
- Well-developed written and verbal communication skills including the ability to prepare business correspondence.
- Basic understanding of the role of Local Government and the services provided by Local Government and current Victorian Driver's Licence.

## **PRE-EMPLOYMENT SCREENING**

A person, independent contractor, consultant, volunteer or other person recommended for appointment/engagement to a position/role at Colac Otway Shire is required to complete pre-employment screening which includes:

- a criminal record check (including disclosure or any pending charges). Note: a previous conviction or pending charge will not necessarily preclude an offer of employment or engagement.
- Provide four types of identification for police check
- confirmation of qualifications
- Physical assessment where specified in a position description because of the inherent physical requirement of the job; and/or where a preferred candidate indicates a pre-existing medical condition that may impact their ability to perform the inherent requirements of the role.

### **Satisfying Criminal Records Check Requirements:**

An applicant satisfies the requirement for a criminal records check by either:

- a) providing an original current National Police Certificate for verification (a certificate will only be deemed current if it is dated within 6 months of the appointment); or,
- b) completing a "consent to check" form enabling Colac Otway Shire Human Resources staff to complete a criminal check on-line via its contracted service provider.

## **VERIFICATION OF QUALIFICATIONS**

An applicant is required to verify academic or other qualifications by producing the original certification documentation, or a certified copy, for viewing by a Colac Otway Shire Human Resources (or other relevant) staff member. A copy of the qualification/s will be kept on the employee file, or other relevant file in the case of a contractor, consultant, volunteer etc.

## **TERMS AND CONDITIONS OF APPOINTMENT**

The Administrative Relief Staff (Casual) position is classified as a Band 3 within the Colac Otway Shire Enterprise Agreement No. 7, 2016 (Part B Victorian Local Authorities Award 2001).

The hourly rate of pay for the position is \$34.11 per hour (which includes 25% loading in lieu of accruing leave and public holidays). Junior rates may apply dependent upon age. Membership of a superannuation fund is compulsory (default fund is Vision Super).

This position is casual and hours are irregular and allocated as Unit business needs arise. **Due to the casual nature of this position, Council has no obligation to guarantee hours (you must be available a minimum of two days per week to apply).**

Current office hours are 8.30am to 5.15pm (though temp work hours can vary from this and applications from anyone who can only work during school hours are welcome).

## APPLICATION DETAILS

1. Applications for this position are welcome at any time. Envelopes should be marked “**CONFIDENTIAL**” and addressed to:

[recruitment@colacotway.vic.gov.au](mailto:recruitment@colacotway.vic.gov.au)

or

post your application to:

**CONFIDENTIAL**  
**Recruitment**  
Colac Otway Shire  
PO Box 283  
COLAC VIC 3250

2. Information to be included with the application:
  - Letter of application
  - Detailed response to the Key Selection Criteria
  - Current resume

Peter Brown  
**Chief Executive**

*Colac Otway Shire Council is an equal opportunity employer*