

# POSITION DESCRIPTION

POSITION	POSITION NUMBER
Business Support Officer	1727
CLASSIFICATION	LOCATION
Band 4	Operations Depot, Ring Road Ballarat
DEPARTMENT	DIVISION
Waste & Environment	Infrastructure & Environment
AGREEMENT	
Ballarat City Council Enterprise Agreement No 8. 2019	

## Position Objectives

The position plays a key role in contributing to the success of the Environment Business Unit. The incumbent will work closely with the Environment Business and Technical Officer to ensure that the day to day business and support needs of the Environmental unit in achieving high level service to the community.

## Key Responsibility Areas

- Provide general administration support to Manager, Coordinators and Supervisors as required including filing, photocopying, word processing and database management.
- Provide assistance and support in responding to telephone and counter enquiries, taking messages and providing assistance where appropriate on behalf of the unit and Managers
- Provide assistance and support in managing customer service requests from both internal and external customers via Council software programs and delegation of requests to relevant staff to achieve an appropriate course of action.
- Provide assistance communicating and promoting information to help educate the community understand proper environmental practices.
- Provide assistance in the provision of monitoring the municipalities behaviours relating to sustainable waste management.
- Provide assistance to the Waste collection and Street Cleaning supervisors to improve how council delivers waste services across the municipality.
- Liaise with suppliers for the provision of materials such as, staff amenities, stationery, photocopy supplies, office furniture, PPE and uniforms whilst maintaining accurate records of all purchases.
- Provide assistance to the Environment Business and Technical Officer
- to capture any required data that may need to be saved, analysed and reported on.
- Prepare agendas and take minutes for meetings when required and publish minutes within agreed timeframes.
- Assist with the yearly preparation and coordination of council's waste calendar and vouchers
- Prepare, receipt and reconcile purchase orders for goods and services and management of all documentation relating to these transactions.

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- Prepare monthly debtor requests as required by the Environment Business and Technical Officer
- Prepare, scan and reconcile purchase card transactions monthly for card holders within the unit
- Provide assistance with completing correction journals on behalf of the unit.
- Provide assistance and support for Councils Payroll System and accurate processing of timesheet data as required.
- Organise staff training as required
- Carry out other administration tasks as directed by Environment Business and Technical Officer

From a Health & Safety perspective the City of Ballarat requires the following:

- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions
- Wear PPE and follow safe work procedures as directed
- Constructively participate in monthly team meetings

<b>REPORTS TO:</b>	<b>DIRECT REPORTS:</b>
Environment Business and Technical Officer	NIL
<b>ORGANISATIONAL RELATIONSHIPS</b>	
Internal: All Council Staff	External: Contractors, Suppliers, Residents & General Public, Community Groups, Government Authorities

<b>POSITION RESPONSIBILITIES</b>
<p><b>Accountability and extent of authority</b></p> <ul style="list-style-type: none"> <li>• Ensuring the accuracy and efficient flow of documentation and information within agreed timeframes</li> <li>• Complete administrative tasks, in line with specific guidelines, with the scope to use established processes and procedures as deemed appropriate.</li> <li>• Utilising a wide range of Windows based databases and applications, within agreed timeframes.</li> <li>• Accurately maintain and update all relevant databases and filing systems within agreed timeframes.</li> <li>• Maintain confidentiality of all relevant documents, discussions and activities.</li> <li>• Proficient use of financial software systems, raising and processing purchase orders and purchase card systems.</li> <li>• A positive contribution to the operation and success of the City’s recycling and waste collection services</li> <li>• Assist the preparation of community programs, campaigns and information including council education programs and behaviour change programs</li> </ul>

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## Judgement and decision making

- Under general direction follow established work task processes and routines.
- Utilise initiative to select appropriate methods or courses of action to resolve problems and perform routine functions across the Unit.
- Provide relief and support to other Environmental Staff when required, to achieve essential service requirements of the Unit.
- Delegation of Customer Service requests to relevant staff to achieve an appropriate course of action.
- Display discretion and confidentiality in dealings with clients or members of the public.
- Proficient data entry of purchase card information using relevant systems within agreed timeframes.
- Accurately maintain and update all relevant databases and filing systems within agreed timeframes.
- Utilise corporate systems, processes and standards for the handling of all documentation.

## Specialist skills and knowledge

- Well-developed knowledge of Windows based databases and applications for the production of a wide range of documents.
- Well-developed customer service skills for face to face, telephone or email interactions.
- Well-developed typing skills to produce accurate documentation.
- Sound knowledge of accounts payable and receivable practices including good understanding of Goods & Services Tax.
- Demonstrated ability to develop the use of filing and database systems contributing to a continuous improvement in service provision within the Unit.

## Management skills

- Demonstrated ability to plan, organise and prioritise routine functions along with specific tasks.
- Demonstrated ability to use initiative to solve problems and prioritise workloads to achieve work targets.
- Demonstrated ability to liaise with a range of Section/Unit personnel to achieve the daily objectives.
- Basic knowledge of personnel practices and the ability to provide administration trainee with on-the-job training and guidance.

## Interpersonal skills

- Excellent verbal and written communication skills.
- Demonstrated interpersonal skills in presenting an enthusiastic, courteous and approachable manner to staff/ clients at all times.
- Ability to work as a team member including assisting other staff members.
- Demonstrated ability to display sensitivity and discretion when dealing with confidential issues

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## Qualifications and experience

- Certificate in Business Administration or substantial experience in similar administrative roles in an office environment.
- Excellent communication skills with both face to face and telephone operations.
- Experience working in a team environment and autonomously.
- Demonstrated experience in a wide range of Windows based databases and applications

## SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- Certificate in Business Administration or substantial experience in similar administrative roles in an office environment.
- Excellent word processing skills and accuracy in data entry, along with demonstrated experience with a wide range of Windows based databases and applications.
- Demonstrated customer service skills and well-developed interpersonal, written, and verbal communication skills.
- Demonstrated ability to adapt to new situations, showing initiative in responding to challenging and competing work tasks and demands.
- Demonstrated experience working in a team environment.
- Local Government experience desirable but not essential.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

*The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.*

## ACKNOWLEDGEMENT

*Please sign and date to acknowledge you have read and understood this position description.*

Name:	Signature:	Date:
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