

# POSITION DESCRIPTION

<b>POSITION:</b>	Corporate Services - Trainee
<b>POSITION NUMBER:</b>	
<b>CLASSIFICATION:</b>	Trainee
<b>AGREEMENT:</b>	Ballarat City Council Enterprise Agreement
<b>DIVISION:</b>	Corporate Services
<b>UNIT:</b>	Corporate Services
<b>MANAGER:</b>	Executive Assistant Corporate Services
<b>DATE UPDATED:</b>	September 2023
<b>NAME OF INCUMBENT:</b>	_____
<b>SIGNED:</b>	_____
<b>DATED:</b>	_____

## 1. ORGANISATIONAL CONTEXT

The City of Ballarat has a workforce of approximately 1000 staff and provides a diverse range of services to the citizens of Ballarat. The Corporate Services Department consists of People and Culture; Financial Services and Operations; Safety, Risk and Compliance; Business Services (Customer Service, Business Improvement; Procurement, Fleet Management) and Information Technology Services.

This position has an emphasis on excellent customer service and providing a high level of support, guidance and advice to all levels of the department in managing its needs.

From a Health and Safety perspective the City of Ballarat requires employees to:

- Follow City of Ballarat policies and procedures.
- Report hazards and other unsafe practices.
- Report injuries as soon as possible to your Manager/Supervisor.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

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## 2. POSITION OBJECTIVES

The primary responsibility of the Corporate Services Trainee is to provide general administrative support to the Executive Assistant and teams within the Corporate Services Unit and other areas of Council at various times.

## 3. KEY RESPONSIBILITY AREAS

- Primary contact for telephone enquiries, taking messages and providing assistance where appropriate on behalf of the unit & Managers.
- Order tea and coffee supplies and distribute for the various areas of Council.
- Order and maintain the stationery supplies in relation to photocopy paper, letter head and envelopes.
- Provide general administrative support to the Unit as required including scanning, filing, photocopying, data entry and word processing.
- Carry out other administration tasks as directed by the Executive Assistant Corporate Services, including short term placements with different Corporate Services teams to learn the business.
- Display professional standards of personal presentation and manners at all times.
- Report hazards and incidents as soon as possible.
- Constructively participate in team meetings.

## 4. ORGANISATIONAL RELATIONSHIPS

Reports to	Executive Assistant Corporate Services
Internal Liaisons	All Council Staff
External Liaisons	Residents Contractors Suppliers General Public

## 5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Assist in providing administrative and clerical support to the Corporate Services Unit and other areas of Council as required.
- Limited to the carrying out of specific duties as directed and within clear guidelines and Council policy.
- Ensure that all duties and activities are undertaken in a professional and appropriate manner.

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## 6. JUDGEMENT AND DECISION MAKING

- Judgements and decisions are made on a daily basis within the specified responsibilities of the position under the guidance of the Executive Assistant Corporate Services.
- Prioritise daily routine functions along with specific allocated tasks to achieve work targets; however guidance and advice are always available within the time to make a choice.

## 7. SPECIALIST SKILLS AND KNOWLEDGE

- Good computer skills.
- Good telephone skills.
- Knowledge of basic administration procedures.
- Well-developed customer service skills for face to face, telephone or email interactions.

## 8. INTERPERSONAL SKILLS

- Good skills in verbal and written communication.
- Ability to gain cooperation and assistance from public and other employees.
- Caring and supportive approach.
- Ability to maintain confidentiality.

## 9. QUALIFICATIONS AND EXPERIENCE

- Knowledge of general administration.
- Experience in Windows based computer packages.
- Experience in keyboard computer applications.
- Good communication skills and experience in dealing with the public.

## 10. KEY SELECTION CRITERIA

- Experience in the provision of customer service specifically incorporating organisational skills and ability to multi task.
- Good numeracy and literacy skills as well a knowledge of Microsoft based computer packages.
- Good verbal and written communication skills.
- Ability to communicate with a broad range of people and work as part of a team.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.