

POSITION DESCRIPTION

Position Title:	Business Administration Trainee
Position Number:	11094
Directorate:	Strategic Projects & Infrastructure
Reports to:	Manager Asset Maintenance
Department:	Asset Maintenance
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	55% of Level 4

1. POSITION OVERVIEW

The Trainee is responsible for providing systems and administrative support to the team and provide a professional service to both internal and external customers.

1.1 Position Objectives

- Assist the team with administrative support
- Act as first point of contact for contractors and visitors to the Operations Centre
- Assist in achieving organisational goals and objectives
- Assist in the provision of an effective administration support service throughout the organisation in cooperation with other departments through effective coordination and communication

2. DUTIES & RESPONSIBILITIES

2.1 Reception

- Develop and maintain quality relations with all customers to ensure a high level of customer service is achieved
- Reception of contractors and visitors to the Operational Centre in a professional manner and direct them to the appropriate department
- Receipt of inward goods and delivery to stores
- Induction of visitors to the Operational Centre including recording and filing of OHS documentation
- Communicating with internal and external customers

2.2 Administrative Support

- Assist the team with administrative duties and projects as required
- Assist in the preparation of documentation under instruction from the relevant officers including maintaining registers; updating databases; and PowerPoint presentations
- Recording and e-filing of documents and correspondence and updating computer records
- General office duties including replacing toner and paper in photocopier; and ensuring meeting rooms and kitchen area are clean and tidy
- Management of meeting room bookings
- Arrange catering where applicable
- Any other duties consistent with the level of this position

2.3 Occupational Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under direct supervision of the Manager of the relevant area.
- Works in accordance with approved Council's policies, procedures and guidelines

3.2 Judgement and Problem Solving

- Assistance and guidance provided should a problem arise

3.3 Specialist Knowledge and Skills

- Basic computer skills with a knowledge of Microsoft Office suite
- Basic knowledge of office equipment and procedures

3.4 Interpersonal Skills

- Basic numeracy, written and verbal communication skills
- Customer service skills including telephone & interpersonal skills
- Basic time management skills with an ability to work autonomously and within a team

3.5 Qualifications and Experience

- Ability to undertake Certificate IV in Business Administration traineeship
- Previous experience in an administration role (desirable)
- Hold a National (or Federal) Police Certificate no more than 6 months old
- Current C class driver's licence