

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Development Services Administration Officer</b>
<b>Position Number:</b>	<b>10972</b>
<b>Directorate:</b>	<b>Development Services</b>
<b>Reports to:</b>	<b>Directorate Administration Officer</b>
<b>Agreement:</b>	<b><i>City of Karratha Enterprise Agreement 2021</i></b>
<b>Classification:</b>	<b>Level 3</b>

## 1. POSITION OVERVIEW

The Development Services Administration Officer is responsible for providing administrative support for the Development Services directorate. This includes processing applications, referrals, amendments, local policies, compliance matters, records management and providing first point of contact for customer enquiries on Development Services matters.

### 1.1 Position Objectives

- Provide accurate, efficient and effective administrative support to Development Services staff in conjunction with the Directorate Administration Officer, and assist in achieving organisational goals and objectives.

## 2. DUTIES & RESPONSIBILITIES

### 2.1. Administration Support

- Provide administrative support for Development Services, and customer services when required.
- Contribute to the performance of the Development Services directorate in providing a consistent and reliable level of service to both external and internal customers.
- Develop and maintain effective working relationships with colleagues within Development Services and other directorates to enable the organisation's objectives to be achieved.
- Administration and data entry of applications, referrals, policies, advertising, permits and customer requests.
- Collate statistical information for periodical team meetings, and reports to internal departments, Council and external agencies (such as ABS, Building and Energy, and Valuer General).
- Coordinate and oversee invoicing, purchase orders and fee/levy payments, including updating databases, corporate credit card information and prepare certificates/licenses/registrations as required.
- Process infringements, cautions and associated documentation, and keep track of paid and outstanding fines payments and overdue fines registered with Council's appointed Fines Collection Agency.
- Receive and respond to property enquiries (Orders and Requisitions) and distribute to the appropriate departments and ensure completed within settlement date.
- Register correspondence on the Central Records database.
- Carry out research tasks in response to requests.
- Provide cover for Directorate Administration Officer and other Administration Officers as required.

## **2.2. Other**

- Compile agendas, attend meetings and prepare minutes for meetings as required. This includes booking meeting room facilities, catering and video conferencing facilities.
- In conjunction with Directorate Administration Officer, ensure departmental job procedures are current.
- Contribute to the development and maintenance of procedures to enable the Development Services directorate to operate effectively in delivering a flexible and responsive service to external and internal customers, especially where legislation and procedures change.
- Other duties as required

## **2.3. 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. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1. Authority and Accountability**

- Works under the general direction of the Directorate Administration Officer.
- Compilation and presentation of complete documentation in support of statutory decision making and reporting functions performed by Development Services.
- Ability to maintain confidentiality and an understanding of commercial in confidence practices.

### **3.2. Judgement and Problem Solving**

- Well-developed problem solving skills, demonstrated ability to follow logical system process.

### **3.3. Specialist Knowledge and Skills**

- Sound time management, organisation and administrative skills with the ability to effectively prioritise multiple tasks.
- Sound knowledge of the Microsoft Office suite (Word, Excel and Outlook).
- Sound verbal and written communication skills and the ability to undertake a variety of research tasks.
- High standards of accuracy and attention to detail.

### **3.4. Interpersonal Skills**

- Ability to work constructively in a team environment as well as independently with minimal supervision.
- Sound interpersonal and conflict resolution skills with the ability to communicate with a wide range of people to ensure a high level of customer service.

### **3.5. Qualifications and Experience**

- Previous relevant administrative experience preferably in a similar or technical-based environment
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)
- Previous experience in Local Government is desirable