

# 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>EA to Director Development Services</b>
<b>Agreement:</b>	<b>City of Karratha Industrial Agreement 2023</b>
<b>Classification:</b>	<b>Level 3</b>
<b>Effective Date:</b>	<b>September 2024</b>

## 1. POSITION OVERVIEW

The Development Services Administration Officer is responsible for providing administrative support and assisting with a range of departmental functions for the Development Services directorate. The position reports to the Executive Assistant and requires a high degree of initiative.

### 1.1 Position Objectives

- Provide accurate, efficient and effective administrative support to Development Services staff and assist in achieving organisational objectives in line with statutory requirements and organisational policies.

## 2. DUTIES & RESPONSIBILITIES

### 2.1. Administration Support

- Provide proactive administrative and operational support to the Development Services directorate ensuring the effective management and allocation of tasks such as data collation, reporting and research and apply technical knowledge to assist with the streamlined processing of incoming applications/requests.
- 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 and communication with both internal and external stakeholders, to enable the organisation's objectives to be achieved.
- Proactively respond to all incoming enquiries and provide advice under guidance on requirements for compliance with the relevant Acts, Codes, Regulations, Standards, Local Laws and Council Policies.

### 2.2. Approvals & Compliance Support

- Review and conduct preliminary assessments of applications, referrals, policies, advertisements, permits and customer requests across the directorate before formal lodgment.
- Collate monthly statistical information for all departments of the directorate and as requested, provide reports to internal departments, Council and external agencies (such as ABS, Building and Energy, and Valuer General).
- Process invoicing, purchase orders and fee/levy payments, including updating databases refunds, and employee reimbursements and prepare certificates/licenses/registrations as per the requires guidelines and within legislative timelines.
- Deliver administrative support to the department to provide official updates to external stakeholders as required.

- Compilation and presentation of complete documentation in support of statutory decision making and reporting functions performed by Development Services.
- Receive and respond to property enquiries (Orders and Requisitions) and distribute to the appropriate departments and ensure completed within settlement date.
- Ensure records management is consistent with procedural and operational methods of the work area and distribute correspondence throughout the organisation.

### **2.3. 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 Executive Assistant, ensure departmental job procedures are current.
- Contribute to the development, maintenance and continual improvement 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.
- Provide cover for Executive Assistant and other Administration Officers as required.
- Other duties as required

### **2.4. Work 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 Executive Assistant.
- Works in accordance with approved Council's policies, procedures and guidelines.
- 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 knowledge of statutory and operational requirements for local government desirable.
- 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