

POSITION DESCRIPTION



Murrumbidgee
COUNCIL

Smart growth. Empowered communities. Creating opportunities.

POSITION DESCRIPTION

Position Title: Planning, Community & Development Administration Officer

Business Unit: Planning, Community & Development
Classification/Grade: Band 2 Level 1 Grade 7

Position No:
Reports: Director Planning, Community & Development

Location: Coleambally
Positions reporting directly to this position: Nil

Primary Purpose of the Position

The **Planning, Community & Development Administration Officer** is responsible for providing administrative support to the Directorate, as required, and providing customer support at the Coleambally Office, ensuring all functions across the entire Murrumbidgee Council are met.

Roles & Responsibilities

The **Planning, Community & Development Administration Officer** is directly responsible for the following roles and responsibilities:

1. Manage the day to day operation of the Coleambally office
2. Provide administrative support functions for management and the team, such as minute taking, preparing reports, making appointments, organising catering for Council functions, setting up teleconferencing or online meetings, providing advice, and ensuring the Department operates efficiently.
3. Provide effective reception and customer service, including attending to telephone and counter enquiries, and cashiering and associated services. Process incoming mail, record and dispatch outgoing mail on a daily basis. Record and process cheques received.
4. Reconcile monies received for banking on a daily basis for Council receipting.
5. Use initiative to deal with customer service enquiries/feedback/issues.
6. Assist with Australia Day celebrations.
7. Assist with preparing and processing planning and development assessment applications and advice.
8. Provide administrative support to the management of Coleambally Cemetery.
9. Maintain electronic and hard copy filing and record keeping and processes, including property records
10. Maintain bookings, receipts and registers for Council buildings and facilities to ensure the loan of Council keys is recorded.
11. Maintain registers for micro-chipped dogs and cats via the internet under the Companion Animals Act.
12. Compile of monthly statistical reports for submission to Council in regards to department activities.

13. Issuing of permits.
14. Raise purchase orders for the Planning, Community and Development Department and other Council departments operating in Coleambally.
15. Maintain property records for Coleambally and Darlington Point Properties (hard copy files).
16. Perform a range of duties, which will assist in meeting the objectives of the Department as a whole, which may include assuming responsibility for the completion of a range of administrative tasks and generally assisting in attending to enquiries, providing advice as needed, and to ensure the efficient operation of the Department.
17. Assist in meeting corporate objectives and departmental requirements by carrying out a variety of tasks as directed from time to time which relate generally to the position responsibilities but which may not be specifically designated within the scope of this position description.
18. Other duties within the skills, competencies and classification of the role as directed by the Director of Planning, Community and Development.

Obligations

- Display a positive image while meeting customer service standards for all Council stakeholders, both internal and external, relevant to the role.
- Adhere to relevant Quality Assurance, WHS & Environmental Management procedures for all work activities.
- Comply with statutory and Council's WH&S Management System, WH&S policies, procedures and work instructions.
- Comply with Council delegation levels.
- Maintain currency of and compliance with Council's policies and procedures.
- Act with Integrity; be ethical and professional and adhere to Murrumbidgee Council's values.
- Adhere to Council's Code of Conduct and supporting policies and procedures.
- Maintain physical capability to undertake duties appropriate to the role.

Qualifications & Experience Authority and accountability:

- May be responsible for providing a specialised/technical service and completing work which has some elements of complexity. Make recommendations to the employer and represent the employer to the public or other organisations.
- Accountable for the accurate and efficient maintenance of records.
- Accountable for operation of services to satisfactory standard.
- Accountable for the accurate and timely provision of data/statistics, etc. as required.

Judgement and problem solving:

- Problem solving and judgements are made where there is a lack of definition requiring analysis of a number of options. Typical judgements may require variation of work priorities and approaches.
- Application of appropriate procedures to tasks undertaken;
- Taking responsibility for the effective administration of permits, referrals, notices and correspondence within the Department.

Specialist knowledge and skills:

- Positions have advanced knowledge and skills in a number of areas where analysis of complex options is involved.
- High level of administrative skills.
- Sound knowledge of computer facilities, particularly Microsoft office applications.
- Knowledge of functions of the Planning Department.
- Broad knowledge of planning, building and subdivisional processes, Community Services and Economic Development.

Management skills:

- May supervise groups of operational and/or other administrative/trades/technical employees. Employees supervised may be in a number of different work areas, requiring motivation, monitoring and co-ordination to achieve specific outputs.
- Ability to organise priorities to meet department and organisational requirements.
- Ability to work as a team member.
- Ability to ensure administrative needs are attended to without direct supervision.

Interpersonal skills:

- Skills to communicate with subordinate staff and the public and/or negotiation/persuasive skills to resolve disputes with staff or the public.
- Well-developed administrative skills.
- Good verbal and written communication skills.
- Team oriented and customer service approach.
- Ability to deal politely and courteously with customers at all times.

Qualifications and experience:

- Cert IV in Local Government Planning (or willingness to obtain).
- Substantial administrative and secretarial experience.
- Previous experience in a customer service environment.
- Experience in agenda preparation and reporting and minute taking essential.
- Extensive experience using Microsoft Office suite to produce a range of documents including correspondence, reports and spreadsheets and database entry.
- Tech savvy skills to set up teleconferencing and videoconferencing, being familiar with Blue Jeans, Microsoft Teams, Zoom etc. Sound word processing, spreadsheet, presentation skills.
- Strong organising, planning and prioritising skills.
- Knowledge of functions of Local Government and/or Service Authorities is an advantage, preferably within Planning, Building and Development Services.
- Current C class drivers licence.

Desirable Experience/Qualifications

- Knowledge of Local Government functions within Planning, Building and development Services function preferred.
- Experience in agenda preparation and reporting and minute taking essential.
- Previous recent experience in local government or other government entities.
- Diploma of Local Government or Diploma of Business Management.

Authorisation:

Prepared By:	GM/ P&C	Date Issued:	Sept 2021
Current Incumbent		Date Commenced:	
Manager:			
Reviewed By:		Date:	

This position description is subject to change from time to time as Council’s organisation may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.