

POSITION DESCRIPTION

POSITION			
Position Title:		Technical Support Officer Administration Operations	
Business Unit:	Infrastructure	Classification/Grade:	Band 2 Level 1 / Administration Officer Grade 6
Position No:		Reports to:	Operations Manager
Location:	Coleambally, Darlington Point, Jerilderie	Positions reporting directly to this position:	NIL

Primary Purpose of the Position

To provide technical, administrative and office support to the Operations Manager

Roles & Responsibilities

The **Technical Support Officer Administration Operations** is directly responsible for the following roles and responsibilities:

- Technical, administrative and office support to the Operations Manager
- Developing policies and reports and presentations
- Plant and fleet acquisitions
- Records management and the management of legal documents
- Other duties within the skills, competencies and classification of the role as directed by the Operations Manager

Compliance

- 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.
- All employees have a legal obligation to 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.

Authority and accountability:

- May be responsible to provide a specialised/technical service and to complete work which has some elements of complexity. Make recommendations within the employer and represent the employer to the public or other organisations.

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.

Specialist knowledge and skills:

- Positions have advanced knowledge and skills in a number of areas where analysis of complex options is involved.

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.

Interpersonal skills:

- Skills to communicate with subordinate staff and the public and/or negotiation/persuasive skills to resolve disputes with staff or the public.

Qualifications & Experience

- Cert III in business administration and/or a minimum of five years of experience in an office environment.
- A minimum of 2 years' experience as a personal assistant to management.
- Current Class C Driver Licence;

Desirable Experience/Qualifications

- Cert IV in business administration or Diploma business administration
- Previous recent experience in local government or other government entities
- Technical qualifications or working towards obtaining a qualification
- White card (or general construction induction card) or willingness to obtain upon commencement.

Authorisation:

Prepared By:	OM/HR	Date Issued:	April 2019
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.