

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Administration Officer – Community Safety</b>
<b>Award/Agreement:</b>	<b>TOC Industrial Agreement 2024 (and any subsequent agreement)</b>
<b>Classification level:</b>	<b>Level 6</b>
<b>Directly reports to:</b>	<b>Manager Community Safety</b>
<b>Positions under Direct Supervision:</b>	<b>Nil</b>

### Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

### Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

### Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

### Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

## OBJECTIVE OF THIS POSITION

This position provides administrative support to the Community Safety business unit.

### Objective 1: Administration

- Managing phone and email communication with various stakeholders.
- Prepare correspondence (letters, emails and memos).
- Assist in obtaining comments and requirements from other business units prior to issuing of approvals.
- Assist in collating statistical data for reporting purposes.
- Assist with the collation of Council, Committee and Working Group Reports.
- Compile agendas and take minutes for team meetings.
- Record exercises of delegation in the delegations register.
- Sourcing quotations, creation and processing of purchase orders.
- Assist with preparation of templated RFQ and RFT documentation.
- Reconcile prices as provided in supplier invoices to approved RFQ's, RFT's or otherwise approved purchase orders.
- As directed, liaise with external contractors and service providers re contracted works.
- Maintain and update Notice IT parking infringement system and other systems.
- Manage the compilation of Fines Enforcement Register information to ensure compliance and revenue is accurately recorded.
- Provide administrative assistance with parking infringement appeals including the notification of and recording of withdrawn infringements.
- Processing applications to hire car bays and applications for residential parking permits.
- Allocate employee parking permits.
- Draft work instructions in conjunction with the Manager Community Safety and other team members.
- Suggest improvements to the Town website content as a result of customer interaction.
- Carry out other duties as requested by the Director and Manager which may be reasonably expected within the scope of the classification level and skill base of the employee.

### Objective 2: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

### Objective 3: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.

- Adhere and follow the Town’s Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

**Objective 4: Continuous Improvement (All Staff)**

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

**SELECTION CRITERIA**

**Essential**

- High level of customer service skills.
- Ability to confidently attend customer queries and complaints via telephone and email.
- Sound computer literacy in the Microsoft Office Suite.
- Effective communication skills.
- Attention to detail.
- Ability to work independently and in a team environment.

**Desirable**

- Previous administrative experience.
- Knowledge of how local governments work or a willingness to learn.
- Experience with the Fines Enforcement Registry (FER), Pinforce (or similar parking enforcement software), Content Manager
- Experience in handling parking related queries (infringements, parking permits etc).
- Knowledge of the local area and community.

**REQUIREMENTS**

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver’s License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town’s GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

**PROBATION**

Unless otherwise stated in a Letter of Offer, this position is subject to a 6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

**Signatures**

**Chief Executive Officer Approval**

Signature

Date

**Employee**

Signature

Date