

## POSITION DESCRIPTION

POSITION TITLE	Asset Planning & Delivery Administration Officer
DIRECTORATE - SECTION	Asset Services – Asset Planning & Delivery
LEVEL - EBA	4 - Salaried
RESPONSIBLE TO	Coordinator Asset Planning & Delivery

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

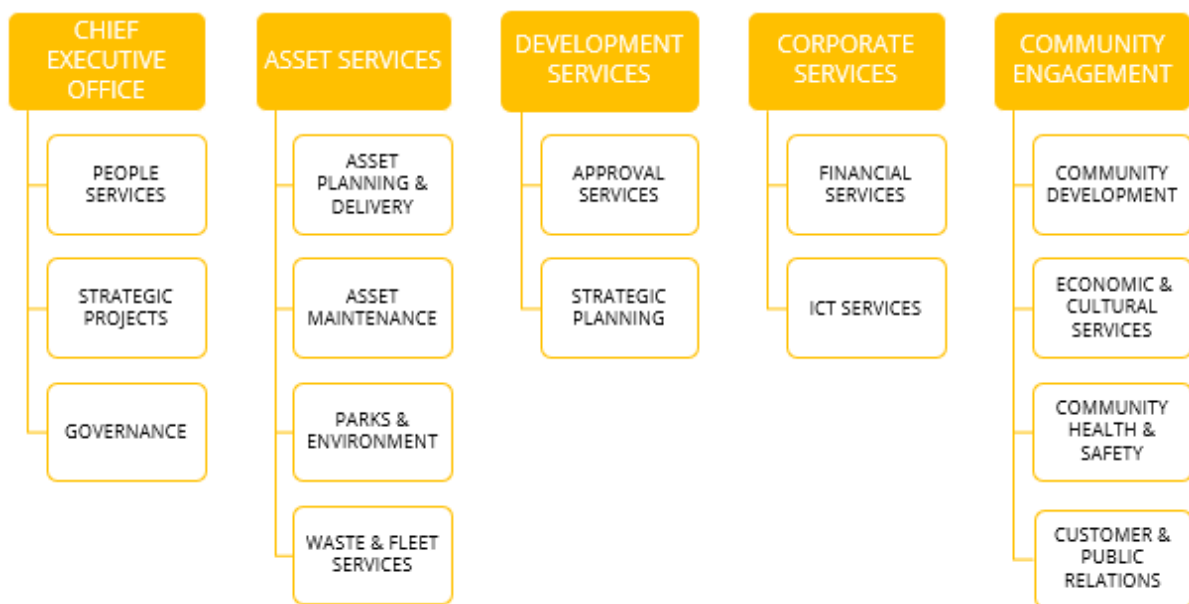
### OUR VALUES

**SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.

**PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.

**QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

The purpose of this role is to provide exceptional customer service, administrative and technical support to staff and customers of the City of Kalamunda. Working within the Asset Planning & Delivery team this position is responsible for a wide variety of administrative activities to support the Manager, Coordinators and Officers.

## KEY RESULT AREAS

### ADMINISTRATIVE SERVICE FUNCTIONS

- Prepare correspondence, draft reports, meeting agendas and minutes as required.
- Assist in packaging and drafting of future capital works programs.
- Assist Manager and Coordinators in creating and maintaining the capital works program tracking spreadsheet.
- Prepare Councillor Information Bulletin (CIB) for Asset Planning & Delivery.
- Raise Internal Customer Service (ICS's) as required.
- Undertake data entry and validation within the Asset Management System as required.
- Foster a culture of innovation and excellence through continual team improvement.
- Assist and support the Manager and Coordinators in performing administrative functions, office management and business improvement.
- Provide stationery requirements, receipt and distribution of mail, and email documents and information as required.
- Prepare bulk mail-outs to residents.
- Establish and maintain business unit and public information records and ensure that they are appropriately filed.
- Ensure all relevant information is captured as per the City's record keeping policy.
- Other administration duties requested by the Manager and Coordinators.

### FINANCE SERVICE FUNCTIONS

- Raise Requisitions and Purchase Orders in SynergySoft with the approval of the Manager.
- Raise, monitor, and provide information in relation to standing Purchase Orders.
- Package necessary information and supporting collateral for grant funding applications.
- Manage the preparation and record keeping of progress claims.
- Process invoices as required.

### CUSTOMER SERVICE

- Proactively foster a culture of high-quality customer service throughout the City by consistently promoting a positive image of Council to the community.
- Provide accurate, timely, courteous, and professional advice and assistance to customers (internal and external).
- Manage customer service requests with the information provided by Coordinators.
- Resolution of standard customer enquiries relating to the area of responsibility.
- Receive and redirect incoming telephone calls, providing friendly and professional assistance to callers, or connecting callers to the most appropriate officer.
- Encourage customer feedback by recording customer requests and working towards solutions and responses, keeping the customer informed on progress and liaising across business units to achieve desired outcomes.
- Provide an effective information service to customers for Asset Planning & Delivery by actively sourcing updates and sharing knowledge.

### WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.

- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

### **WORKPLACE COMPETENCY**

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

### **TRAINING/QUALIFICATION(S)**

- Formal qualifications in Business Administration or any area relevant to the tasks performed by this role, or equivalent experience.

### **SELECTION CRITERIA**

1. Sound administration experience, with demonstrable skills in producing good quality and accurate information and advice via all standard forms of written business communication (including email, memo, letters, reports, policies, procedures, presentations etc.).
2. Experience in the provision of high-quality customer service internally and externally, whether in person, over the phone or via email.
3. Excellent verbal communication skills, with an ability to network and building strong working relationships both internally and externally, drawing on conflict resolution skills when required.
4. An ability to work autonomously or with direction within a team environment.
5. An ability to manage time effectively; prioritising work to achieve multiple deadlines within given timeframes.
6. Advanced user of MS Office (Word, Excel, PowerPoint, Publisher) & the Local Government 'IT Vision – SynergySoft' Software.

### **PHYSICAL REQUIREMENTS**

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

### **DIVERSITY**

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

### **DRIVERS LICENCE**

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Manager Asset Planning & Delivery  
DATE PD REVIEWED/APPROVED: 15 November 2023

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