

POSITION DESCRIPTION

POSITION TITLE	Admin Support Officer – Design and Construction
DIRECTORATE – BUSINESS UNIT	Infrastructure – Design and Construction
LEVEL - IA	5 - Salaried
RESPONSIBLE TO	Manager Design and Construction

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

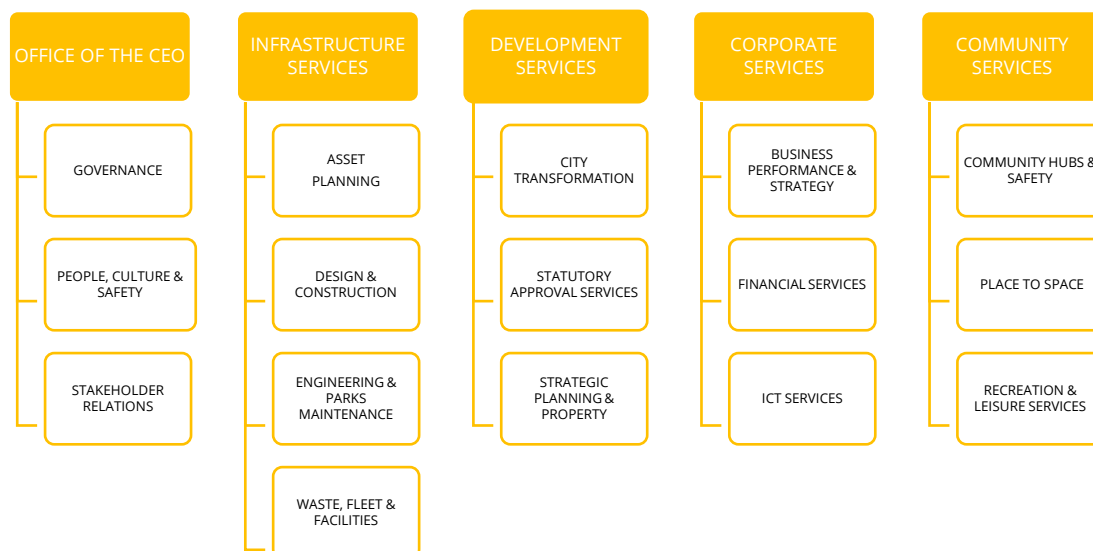
OUR SIMPLE GUIDING PRINCIPLES

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

OUR VALUES

RESPECT	We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.
INTEGRITY	We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.
CARE	We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.
HONESTY	We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

The purpose of this role is to provide exceptional administrative support to staff and customers of the City of Kalamunda. Working within the Design and Construction services business unit 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, and coordinate meetings including scheduling and recording actions for project and contractor meetings.
- Assist in packaging and drafting of future capital works programs.
- Manage and maintain capital works program and design program tracking tools, and assist Project Managers, Manager and Coordinators in updating and maintaining relevant project data, including schedules, budgets, and project status reporting.
- Prepare Councillor Information Bulletin (CIB) for Design and Construction.
- Raise Internal Customer Service (ICS's) as required.
- Undertake data entry and validation within the Asset Management System as required.
- Assist in the preparation and formatting of scopes, reports, and standard documentation under direction.
- Maintain accurate document control, filing, and record keeping of project and business unit records, including drawings, reports, contracts, and public information in accordance with the City's record keeping policy.
- Provide administrative support for project handovers, including collation and filing of relevant documentation.
- 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.
- Coordinate project-related communications, including bulk mail-outs to residents regarding construction activities and impacts.
- Assist in the administration of grant-funded projects, including preparation of progress updates, expenditure reporting, supporting documentation and communications with funding bodies to support compliance and funding acquittal requirements.
- Assist with basic data analysis and reporting by compiling information for review
- Track tasks and deadlines across the team.
- Other administration duties requested by the Manager and Coordinators.
- Provide relief Executive Assistant support to the Director Infrastructure Services during periods of leave, annual leave, long service leave, and other approved absences of the Executive Assistant.

FINANCE SERVICE FUNCTIONS

- Raise Requisitions in SynergySoft.
- 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, track and maintain records of invoices, contractor claims and standing purchase orders in alignment with project delivery requirements.

CUSTOMER SERVICE

- Promote a positive image of the City by consistently delivering high-quality customer service and supporting a culture of responsiveness and professionalism.
- Respond to customer enquiries and complaints (phone and email) in a timely, courteous, and accurate manner, in line with the City's Customer Service Charter.
- Coordinate and triage incoming customer requests and tasks for the team, and oversee timely task completion.
- Provide general and semi-technical information relating to capital works projects, including construction activities, traffic management, and project timelines, or escalate more complex technical matters to Project Managers or Engineers as required.
- Undertake research, summarise findings and provide advice to assist Coordinators and Managers with effective and informed decision making.
- Liaise with other internal teams and external government agencies to exchange information and help resolve customer concerns.
- Manage and follow up on customer complaints to ensure they are resolved appropriately and recorded correctly.
- Actively contribute to improving customer service by identifying opportunities to better meet community expectations.

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 Respect, Integrity, Care and Honesty, and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

Employees are required to comply with the City's Code of Conduct, policies and procedures, and demonstrate behaviours consistent with organisational values at all times.

TRAINING/QUALIFICATION(S)

- A minimum of 2–3 years' relevant administration or project support experience is desirable.
- Demonstrated experience providing high-level administrative and project support, including preparing reports, correspondence, meeting documentation and maintaining accurate records.
- Strong organisational and time management skills, with the ability to manage competing priorities and deadlines.
- High-level Microsoft Office skills and the ability to confidently use corporate and project management systems.
- Strong communication and customer service skills, with the ability to work effectively with internal and external stakeholders.
- Experience supporting projects within an engineering, infrastructure, construction or capital works environment would be highly regarded.
- Experience with procurement, purchase orders, invoices and project tracking systems would be advantageous.

SELECTION CRITERIA

1. Demonstrated high level organisational and administration skills with the ability to handle confidential and sensitive matters appropriately.
2. High-level administrative support, with the ability to produce and format accurate, well-structured business communications such as reports, emails, and procedures.
3. Exceptional interpersonal skills, and the ability to establish effective working relationships and work collaboratively with internal and external stakeholders.
4. Well-developed communication skills to provide high-quality customer service, both internally and externally, across various communication channels (in person, phone, email).
5. Proven ability to effectively manage time and resources to meet deadlines under competing priorities and ensure delivery of a high level of service to the community.
6. High level of computer skills including software for the MS Office suite.

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.

REVIEWED BY: Rory Smith – Manager Design and Construction
DATE PD REVIEWED/APPROVED: 8 September 2026
