

## Positions Vacant

### Administration Assistant

Applications will remain open until filled

#### How to Apply

**1. Covering Letter**

Provide a covering letter outlining your experience and reason for wanting to apply for this position.

**2. Selection Criteria**

Address the essential selection criteria listed in the position description.

**3. Resume**

Provide a resume, which includes.

- Education and Qualifications
- Professional Development (any other courses you have completed or are currently enrolled in)
- Computer skills and software packages you are familiar with
- Employment History (Position, School/Organisation, Dates)
- Copy of Blue Card
- Name and contact details of two referees.

**4. Submit Application**

Applications can be e-mailed to [employment@napranum.qld.gov.au](mailto:employment@napranum.qld.gov.au) or delivered in person to the Napranum Council reception 320 Wa-Tyne St Napranum.

**Please note** applications that are submitted **without** a cover letter or information addressing the selection criteria **will not be** assessed.

# Position Description

Title:	Administration Assistant	Classification Level:	Level 3 – 4
Department	Corporate Services	Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Reports To:	Office Manager	Location:	Napranum Aboriginal Shire Council (NASC)
Nature of Employment:	Fulltime		

## PRIMARY POSITION OBJECTIVE/S

- To Provide administrative support to various positions within Council, including but not limited to; Council’s Executive team, Finance team and various administration using a high degree of judgement, initiative, confidentiality and sensitivity in the performance of work duties;
- To ensure there is effective and efficient communication between the Office, Council and the Community, through the provision of friendly and polite service to visitors and community members; and
- Assisting with all other Council services as required as per direction

## NASC VALUES

Our values are the principles and beliefs that define who we are as a Council. They provide purpose and direction and help to guide the decisions we make every day to support the implementation of our Corporate Plan, in the best interests of the Napranum community.

<b>Local Participation</b>	The diversity of our community is one of our strengths. We are committed to creating and supporting opportunities for local people.
<b>Mutual Respect and Trust</b>	Building and maintaining positive relationships that are based on mutual respect and trust.
<b>Professionalism</b>	We are acting within the limits of our authority and maintain a high standard of ethics and integrity.
<b>Pride</b>	We are demonstrating our pride by connecting with the community and celebrating our successes.
<b>Listening to Our community</b>	Taking time to listen to the people of Napranum to ensure we are working on delivering the programs and services that will make a real difference to peoples lives.
<b>Accountability</b>	We take ownership for the decisions and actions that impact our community.
<b>Innovation and Continuous Improvement</b>	We provide leadership to encourage new initiatives and sustain a culture of continuous improvement.

## JOB RESPONSIBILITIES

- Provide high level customer service to council, community members and visitors.
- Answer all incoming telephone calls in a timely, friendly and professional manner, ensuring that all calls received are promptly diverted to the correct person/section, and when necessary, relay on to the relevant personnel their recorded message/s promptly.
- Ensure the reception area is staffed at all times to assist with enquiries and telephone calls.
- Welcome visitors and follow up with staff appointments for visitors.
- Provide Post Office relief in times of absence or as directed.
- Mail collection as instructed and or required.
- Monitor and manage incoming and outgoing emails and distribute to the correct person in a timely manner.
- Assist with maintaining supplies of consumables for the administration within our staff kitchen, such as milk, tea/coffee, office equipment, office items and or stationery.
- Assist with supply, monitor & accurately record distribution of Council stationery.
- Assist with general office duties and administrative tasks including:
  - Book and prepare rooms/halls for meetings/hire;
  - Photocopying, shredding, laminating and filing;
  - Perform data entry tasks;
  - Conduct spreadsheet/database maintenance;
  - General administration, filing and archiving, including retrieval or as required;
  - Maintain an up to date community notice board; and
  - Other tasks as reasonable requested.
- Assist with various administration duties across the organisation as directed by Supervisor.
- Maintain a very high level of confidentiality in all work, Council and community related matters.
- Allocated tasks completed within agreed timeframes.
- Undertake other duties as directed by Supervisor, Executive Director or CEO.

## PERFORMANCE CRITERIA

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines.
- Performance indicators shall be those as agreed to by the Director of Corporate Services.
- Work shall be performed in accordance with industry-accepted standards, quality standards and in accordance with the current Work Health and Safety Act 2011 and other legislative requirements and standards appropriate at the time and including Council's policies and procedures.
- Allocated tasks shall be completed within agreed timeframes.
- Follow Council employment and working arrangements, agreements and rulings on attendance at work and leave. This includes not being absent without approval and accurately and truthfully recording work and leave periods. Employees have an obligation to promptly notify Council as soon as practicable upon becoming aware that they are going to be absent from work.
- Active participation in supervision discussions, performance reviews professional development activities, staff meetings and training as required or directed.
- Demonstration of a spirit of co-operation towards other employees to achieve Council's aims and objectives.

## CORPORATE RESPONSIBILITIES

- Adhere to, and enforce on any other Council staff or visitors when necessary, all other obligations under the *Work Health Safety Act 2011* or as amended or replaced.
- Maintain a high level of confidentiality at all times.
- Represent the Council in a positive and responsible manner at all times.
- Comply with all Council Policies and Code of Conduct Standards.
- Maintain effective communication.
- Undertake all relevant duties as directed from time to time, consistent with skills, competence and training.
- The key responsibilities may be modified from time to time to ensure that outcomes are aligned with Council's Operational and Corporate Plans.

## SELECTION CRITERIA

### Prerequisite

- Current "C" class Queensland Driver's Licence.

### Essential Experience/Qualifications

- Minimum Year 11 certificate or equivalent qualifications.
- High Level of verbal and written communication skills.
- Demonstrated experience effectively working and communicating in a cross-cultural environment.
- Effective community consultation skills.
- Ability to maintain confidentiality.
- Previous administration experience.
- Broad experience with 'Microsoft Office' software applications.
- Be physically fit and healthy to be able to meet requirements of the position.
- Willing to participate in training courses relevant to the position.
- Must be reliable (attend work), prompt (on time) and able to work as part of a high functioning team.
- Agree to and secure a satisfactory 'Commonwealth Police' check.
- Ability to secure and retain a Queensland 'Working with Children Blue Card'.

### Desirable

- Previous experience working in a reception or administration office.
- Knowledge and experience working with Aboriginal and Torres Strait people.
- Hold a current senior first aid certificate or be willing to obtain one.

## EXTENT OF AUTHORITY

The incumbent is expected to exercise initiative, sound judgement and situational sensitivity at all times. Decisions and actions are to be consistent with (and within the scope of) the achievement of the position's objectives.

They must also reflect Council's strong commitment to outstanding client service.