

- 1. Title: Administration Officer**
- 2. Level: 4 (LGIA)**
- 3. Department: Corporate and Community Services**
- 4. Position Objectives**

#### 4.1 Objective of the position

- ) Process basic tasks in the areas of rating, accounts payable and accounts receivable.
- ) Provide a high standard of customer service to both internal and external clients making use of the Customer Request Management software.
- ) Provide a reception service for Council clients including taking enquiries, receipts and venue bookings.
- ) Provide assistance to other positions including reception, stationery orders, rates and accounts.
- ) Assist Ranger Services with permits, infringement administration and appeals.
- ) Assist with Records Management including opening mail, and keeping filing and electronic record keeping up-to-date.
- ) Assist with other administrative duties as requested.

#### 4.2 Within Section

- ) Part of the Corporate Services team to provide assistance to others in the Corporate Services team.
- ) To ensure all administration tasks are carried out efficiently and effectively and deadlines are met.

#### 4.3 Within Organisation

- ) Assist employees with ordering stationery.
- ) Liaise with staff with respect to any administrative duties.
- ) Provide courteous and timely service to internal and external customers.

### 5. Selection Criteria

#### 5.1 Essential

- ) Substantial experience in a similar customer service role including cash handling.
- ) Developed written and oral communication and customer-service skills.
- ) Developed public relations, problem solving and conflict resolution skills.
- ) Developed organisational and time management skills.
- ) Basic accounting data entry knowledge.
- ) Ability to work with limited supervision.

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### 5.2 Desirable

- ) Certificate III Business Administration or similar.
- ) Sound knowledge of the role, services and structure of local government.
- ) Experience in using an integrated computer package and computerized records management.
- ) Working knowledge of the Town's Local Laws.

## 6. Key Duties/Responsibilities

### 6.1 Customer Service and Receipting

- ) Provide excellent quality customer service to both internal and external customers utilising the Town's Customer Request Management software.
- ) Open and balance the cash register at the start and end of each working day.
- ) Maintenance and reconciliation of petty cash.
- ) Process receipts for incoming monies over the counter, by mail, phone and online.
- ) Deal with incoming queries whether in person, by mail, by phone, or electronically in a professional, polite and efficient manner.

### 6.2 Records Management

- ) Assist with opening and recording daily mail.
- ) Record electronic and hard copy official correspondence in relation to infringements, parking permits and hire of facilities as required.

### 6.3 Parking and Parking Facilities Local Law

- ) Liaise with Rangers to maintain infringement system.
- ) Coordinate infringement appeals and withdrawals in a timely and efficient manner liaising with other staff as required.
- ) Process all parking reminders in a timely and efficient manner.
- ) Administer the parking permit renewal process in a timely and efficient manner liaising with other staff as required.

### 6.4 Animal Control

Responsible for the administration of animal registration registers including;

- ) Registration of and transfer of new animals.
- ) Issue of registration renewals letters and follow up reminder letters.
- ) Maintenance of the various animal databases to ensure that the information held is up to date and accurate.
- ) Maintain stock of animal registration tags.
- ) Liaise with Dog Shelter and Cat Haven as required.

### 6.5 Events and Venue Hire

- ) Administration of bookings and functions at Council hall facilities.
- ) Provide information to hirers regarding the terms and conditions of hire of hall facilities.
- ) Maintain key register for all external clients' use of keys.
- ) Provide administration support for Council events as required.

### 6.6 Rates, Accounts Payable and Accounts Receivable (As Required)

- ) As needed, provide the assistance to the finance team with general rates processes including, but not limited to, back office receipting, orders and requisitions and enquiries from the public, real estate agents and settlement agents etc.

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- ) Certain accounts payable functions including the input of purchase orders and invoices and follow up on outstanding creditor statements etc.
- ) Certain accounts receivable functions including the input of invoices and credit notes.

### 6.7 Other

- ) Set up for Council and Committee meetings at the direction of Executive assistants.
- ) Assist with training of new administration staff.
- ) Order and receive stationery at the request of other staff members and to maintain stock levels.
- ) Organise staff events. For example staff meetings, leaving parties, end of year function.
- ) Ad-hoc cleaning to assist contract cleaners i.e. load and empty dishwasher, request dry cleaning and clean the fridges and microwaves.
- ) Any other duties consistent with the level of this position and the principals of broad banding.

## 7. Organisational Relationships

### 7.1 Responsible to:

Finance Manager

### 7.2 Internal and External Liaison:

**Internal:** Executive Manager Corporate and Community Services  
Other staff and employees  
Elected Members

**External:** Ratepayers/general public  
Other Local Governments  
Government Departments and Agencies

## 8. Extent of Authority

Works under the general direction of the Finance Manager within established guidelines, procedures and policies of Council and the statutory provisions of the *Local Government Act* and other legislation.

## 9. Appointment Conditions

- ) *Local Government Industry Award 2020*; and
- ) Town of Cottesloe Enterprise Bargaining Agreement 2019.

**POSITION DESCRIPTION – ADMINISTRATION OFFICER**

**Prepared by:** Coordinator Human Resources  
**Supervisor:** Finance Manager  
**Date prepared:** 14 September 2017  
**Document reviewed:** 9 November 2020

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Executive Manager Corporate and Community Services

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Chief Executive Officer