



# Northern Peninsula Area Regional Council POSITION DESCRIPTION

<b>Position number</b>	TBA	<b>Date of last review</b>	January 2025
<b>Position Title</b>	Trainee, Administration Officer		
<b>Award</b>	<i>Queensland Local Government Industry (Stream A) Award – State 2017</i>		
<b>Classification</b>	Band 1 Level 1		
<b>Division</b>	Executive		
<b>Section</b>	Customer Service		
<b>Location</b>	NPA Region		
<b>Employment Type</b>	2 Year Term		
<b>Supervisor</b>	Customer Service Office Manager		
<b>Direct Reports</b>	Nil		

## ORGANISATIONAL ENVIRONMENT

### Our Vision - Where do we want to be in 5 years?

Build a sustainable, culturally vibrant and connected community

### Our Mission - How will we achieve our Vision?

By growing indigenous and local opportunities, enhancing, preserving and protecting our unique physical environment and unique Cultural Heritage, prolonging and enriching the lives of our People, promoting unity and leading multi-generational change.

### Our Values - What do we believe in?

1. Community Focused
2. Respect and support for environment, culture and our people
3. Transparency and accountability
4. Working with Stakeholders to plan and actively share responsibility for improving sustainable service provision for community
5. Providing a safe and healthy working environment

## PRIMARY OBJECTIVE OF POSITION

The position is to provide quality high quality customer service when greeting clients in person or over the phone. And responsible for the reception area function, ensuring service is professionally maintained at all times

## CONDITIONS OF EMPLOYMENT

The conditions of employment for this position are in accordance with the *Northern Peninsula Area Regional Council Certified Agreement 2023*, the *Queensland Local Government Industry (Stream A) Award – State 2017*, Council's policies and procedures, Council's Code of Conduct and other legislative requirements.

## WORK HEALTH AND SAFETY RESPONSIBILITIES

The employee shall comply, so far as is practicable, with:

- the *Work Health and Safety Act 2011* and associated Regulations and Codes of Practice
- Council's Workplace Health and Safety Policies and Procedures

- instructions given by their Manager in respect of the Health and Safety of themselves and the Health and Safety of other persons

The employee is responsible for ensuring Council's WH&S Systems are implemented within their area of responsibility.

### **KEY ACCOUNTABILITIES:**

Duties and responsibilities include but are not limited to:

#### **Reception**

- As the face of the organisation be well presented and friendly in dealing with front counter enquiries
- Answering phone incoming calls, transferring calls
- Taking messages, notes and transferring phone calls to the right person and update the phone directory
- Receive mail, scan and file to electronic record document management system; distribute as needed to departments and staff (TRIM)
- Assist with enquiries from general public and/ or co-worker
- Tidy and maintain the reception area
- Make appointments and enter them into electronic calendar
- Ensure there is back up when absent from reception desk.

#### **General Duties**

- Providing receptionist services to the Council Office
- Register, receiving and distribution of mail
- Maintain office equipment and report malfunction, follow up that work is completed.
- Undertake photocopying, collating, shredding, binding, etc
- Maintain filing system both electronics and physical; scanning, create files, updating forms and other documents into TRIM
- Assist to organise conference and meeting room bookings including setting up with stationery and equipment's and organising catering. Clean and tidy up after meetings.
- Ensure office supplies are sufficient
- Completion of studies/trainings in a timely manner
- Assist with the purchasing function as required
- Perform other Office duties as required.

#### **Selection criteria**

1. Good written and customer service skills, with friendly 'willing to help' attitude
2. Organised and careful, with attention to detail
3. Ability to remain calm and deal with difficult customers
4. Proven ability to use MS Word, Excel, Outlook and an ability to become proficient in the use corporate IT Systems such as electronic record and document management system (TRIM)
5. High level of reliability, honesty & integrity
6. Willingness and capability to undertake formal study on Business
7. Proven ability to work as a part of a team.
8. Year 10 or 12 standard certificate or equivalent of education

#### **Desirable**

1. Hold current drivers licence
2. Certificate I in Business or equivalent

We agree that this Position Description accurately reflects the role.

Employee Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print)

Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print)

CEO Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print)