

POSITION DESCRIPTION



TITLE	Business Administration Trainee
DEPARTMENT	Community, Culture & Places
AWARD	State Training Award
CLASSIFICATION	Level A
REPORTING OFFICER	Manager of Community, Culture & Places
DELEGATIONS	As per Councils Register of Delegations

ORGANISATIONAL VALUES

Are the fundamental beliefs that define our culture and behavior, reinforcing our relations with each other and our community.

COMMUNICATION We are “HOT” Honest, Open & Two-way - It is the transaction of ideas, thought, information, facts & values between council, staff & community

FUN We laugh together, We work together - Work is only work if you make it so. In every job that must be done there is an element of fun.

POTENTIAL We encourage growth - Giving everyone a chance to reach their full potential is the best work anyone can do.

COURAGE We plan to succeed – Excuses for failure are not documented. Fear is not present because no one ever works alone. Change is constant, growth is optional

SAFETY We think, act & promote safety – Safety isn’t a slogan it is a way of life.

COMMITMENT We are passionate & engaged – Commitment ignites our actions and drives our performance. It fuels our passion for a job well done.

DEPARTMENT SUMMARY

Assisting skilled and valued workforce that is motivated to consistently deliver high levels of service in a safe and efficient manner. We take pride in working together to build distinctive communities and create places and events which bring people together, places where neighbours know each other and help new residents embrace our country lifestyle. We want to engage people in healthy habits and provide options that support the lifecycle via the Tourism Activation Plan.

OBJECTIVES

To assist with the delivery of customer service and general administration assistance duties to the Community, Culture & Places Department and Administration & Finance Department.

Undertaking, a nationally recognised qualification (Certificate III in Business Administration) with a registered training organization is also another important objective within this position.

KEY RESPONSIBILITIES

Administration:

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- Complete a nationally recognized qualification within the 12-months of employment (BSB30415).
 - Provide general administrative support to the Community, Culture & Places department and Administration & Finance department; records, filing, completion of forms, bookings, preparation of correspondence as directed, and other administrative procedures that may be identified from time to time.
 - Assist in the provision of customer service support, including telephone and counter enquiries, as well as lodging enquiries into customer requests system.
 - Provide and assist with data entry as directed – Payroll, Accounts Payable, Accounts Receivable, Orders and Procurement
 - Assist in customer service and administration support at the Visitor Information Centre as necessary.
 - Undertake other duties as directed, consistent with skills, competence and training.

Workplace Health and Safety

- Actively create a workplace culture where safety is imbedded into the daily activities of all employees.
- Assist in the administration of Workplace Health & Safety and quality management documentation as required.
- All Bulloo Shire Council Workers are to comply with Bulloo Shire Council WHS Policies and Procedures, be proactive in the identification and management of hazards, consult and communicate with others and work in a healthy and safe manner.

REQUIREMENTS OF THE POSITION

NECESSARY SKILLS & EXPERIENCE (SELECTION CRITERIA):

(R) - Required / (D) - Desirable (training could be provided)

- Willingness to commence studies towards Certificate III in Business within 3 months of commencing **(R)**
- Sound communication skills including telephone, customer service skills, written and verbal communication skills **(R)**
- Sound in the use of PC based software including word processing, spreadsheets and database, presentation and communications software **(R)**
- Ability to work alone with limited supervision and as required, work cooperatively as part of a team **(R)**
- Ability to exercise confidentiality, tact and discretion **(R)**
- Current 'C' Class Drivers Licence **(D)**

DUTY OF WORKERS

While at work, a worker must:

- (a) take reasonable care for his or her own health and safety; and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the PCBU to allow the person to comply with the WHS Act; and
- (d) co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers.

DUTIES OF WORKER USE PPE

- (1) This section applies if a PCBU provides a worker with PPE.
 - (2) The worker must, so far as the worker is reasonably able, use or wear the equipment in accordance with any information, training or reasonable instruction by the PCBU.
 - (3) The worker must not intentionally misuse or damage the equipment.
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