



## **POSITION DESCRIPTION/SPECIFICATION**

### **1. POSITION IDENTIFICATION**

<b>Title</b>	Administration Officer	<b>Level</b>	4
<b>Business Unit</b>	Regulatory Services	<b>Position Number</b>	00157, 01612
<b>Directorate</b>	Planning and Community Development	<b>Date Established</b>	February 2016
<b>Reporting to</b>	Co-ordinator Compliance & Regulatory Performance	<b>Date Updated</b>	December 2021

### **2. KEY OBJECTIVES**

- Provide administrative support to all members of the Swimming Pool and Compliance teams aimed at the monitoring and maintenance of the 4-year swimming pool inspection program.
- Provide a high level of customer service to both internal and external customers and stakeholders.

### **3. KEY ACCOUNTABILITIES**

- Undertake activities in accordance with legislation, protocols, procedures, work instructions and adopted practices an in accordance with the Business Unit Plan.
- Administrative support is undertaken efficiently, effectively, within agreed timeframes and with rigor applied in all circumstances.
- Correspondence and other written material is of a high standard and content is accurate and error free, and in accordance with the City's writing guidelines.
- Customer Service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with OSH legislation, City protocols, procedures and other OSH related requirements, and actively support the City safety systems.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Administration**

- Co-ordinate the flow of correspondence passing through the Swimming Pools team and distribute to appropriate employees.
- Provide administrative support to all members of the Swimming Pools team.
- Undertake all administrative processes associated with the scheduling and completion of swimming pool inspections, including but not limited to the following:
  - Send letters to pool owners to confirm modifications required if / when a noncomplying swimming pool notice has been issued by Swimming Pool Inspector.
  - Monitor diaries and 4-year program to ensure inspectors have a suitable number of appointments.
  - Send letters to pool owners requesting inspection.
- Book swimming pool inspections on behalf of the inspectors.
- Raise action requests for Compliance Officers in relation to unauthorized pools.
- Receive and respond to all general telephone calls on behalf of the Swimming Pool teams.
- Identify opportunities within scope of the role to improve efficiency and effectiveness.
- Undertake and assist in the completion of special projects as directed.
- Maintain accurate and up to date documentation on the intranet and internet.
- Collect and distribute the mail.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

###### **Outcome: Customer Service**

- Provide semi-technical interpretation, advice and support to the Customer Service Centre regarding relevant legislation and approval process relating to pools, spas on private property - both new and retrospective.
- Advise customers on swimming pool and private property legislation requirements.
- Maintain the supply and distribution of information sheets and application packages.
- Liaise with residents and the general public.
- Liaise with City employees ensuring a co-ordinated approach to swimming pool activities.

#### 5. WORK RELATED REQUIREMENTS / SELECTION CRITERIA

##### **Essential Skills, Knowledge, Experience and Qualifications:**

###### **Skills:**

- Demonstrated verbal, written and interpersonal communication skills.
- Demonstrated customer service skills including telephone skills.
- Demonstrated research/inquiry skills.
- Demonstrated ability to use the Microsoft Office suite of programs (Word, Excel, Outlook).
- Efficient and accurate data entry and keyboard skills.
- Demonstrated office administration skills, including document management and database data entry and retrieval skills.
- Demonstrated time management and organisational skills.
- Ability to interpret, provide advice and apply Local Government Local Law legislation, policies, protocols and procedures relevant to the work area.

**Knowledge:**

- Working knowledge of swimming pool enclosure regulations in particular AS1926.1-2012.
- Working knowledge of document management systems and databases.
- Working knowledge of administrative systems, processes and practices relevant to an Administration Officer role.

**Experience:**

- Relevant experience in a similar administrative role or within a Local Government administration environment.
- Relevant experience working in an office environment.
- Relevant experience in dealing with the public efficiently and courteously.

**Qualifications/Clearances:**

- Tertiary qualification in administration and/or equivalent relevant experience.

**6. EXTENT OF AUTHORITY**

- Freedom to act within defined established practices.
- Work outcomes are clearly defined and monitored.
- May set outcomes / objectives for specific projects.
- Problems can be usually solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative and judgment in the application of established work procedures.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under general supervision.

**Internal:**

- Compliance employees
- Customer Service employees
- Employees in other business units

**External:**

- Residents and ratepayers
- General public
- Swimming pool installation companies
- Builders and developers

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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