

POSITION DESCRIPTION

Position Title:	STAR Program Member
Position Number/s:	OCEO-C01
Employment Type:	Casual
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Classification:	Level 2
Directorate:	Office of the Chief Executive Officer

POSITION OBJECTIVE

The focus of this position is to undertake general reception, administrative and/or customer service duties in accordance with Council's policies and procedures across various locations on a casual basis.

ORGANISATIONAL RELATIONSHIPS

Reports to: Executive Services Manager

Directly supervises: Nil

ORGANISATIONAL VALUES



OUR VALUES

We are a *Community* focused
Team who are *Respectful*
and *Consistent*

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

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KEY RESPONSIBILITIES

1. Undertake routine activities of an administrative nature and provide professional customer service support across various Council locations as required.
2. To provide general support and assistance within Council operations when required, including but not limited to cash handling and receipting, letter and report writing, purchase requisitions, recording of records in Council's official records management system, monitoring and ordering stationery and other supplies.
3. Responsible for the prompt, courteous and efficient attendance of all enquiries or requests across various departments.
4. Undertake or assist with community events, projects and activities as directed.
5. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
6. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

| Knowledge, skills, and abilities |

Essential:

- Well-developed clerical, administrative and organisational skills, with the ability to self-manage, determine work priorities, meet deadlines and workflows, utilising a high level of initiative.
- Demonstrated relevant experience in an administration and customer service position with the ability to provide quality customer service.
- Advanced computer literacy with the ability to utilise Microsoft Office suite, specifically Word and Excel, with the ability to prepare a wide range of correspondence and documentation including letters, reports and submissions.
- Well-developed interpersonal skills including a high level of verbal and written communication skills and the ability to liaise and negotiate with a wide range of stakeholders.
- The ability to exercise judgement and initiative where procedures are not clearly defined.
- Ability to be flexible and adaptable.
- Cash handling, EFTPOS, receipting and banking skills.
- Ability to work independently or in a team in a professional and positive manner with the ability to be tactful, discrete and maintain confidentiality when dealing with matters of a sensitive nature.

| Education/Qualifications |

Essential:

- Minimum education level of completion of Year 10 or equivalent.

Desirable:

- Certificate III in Business Administration.

| Licences |

Essential:

- Possession and maintenance of a Queensland 'C' class drivers' licence.

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PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position is primarily an indoor role and requires sufficient physical ability to work in a shared office setting, which involves prolonged period of sitting and/or standing at a desk and operating a computer and telephone. This position is required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting and carrying.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Council's P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

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POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Manager: _____ **Signature:** _____
(Name)

Date: _____

CEO: _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____