



City of
Kalgoorlie
Boulder

Position Description

Position Title: **Administration Support Officer Water Waste and Sustainability**

Position Details

Position Number	4108
Position Classification	Level 6/1 – 6/7
Status	Permanent – Full Time
Directorate	Engineering Services
Work Location	Administration Building
Reports To	Manager Water Waste & Sustainability
Supervisory Responsibility	No direct/indirect supervisory responsibilities

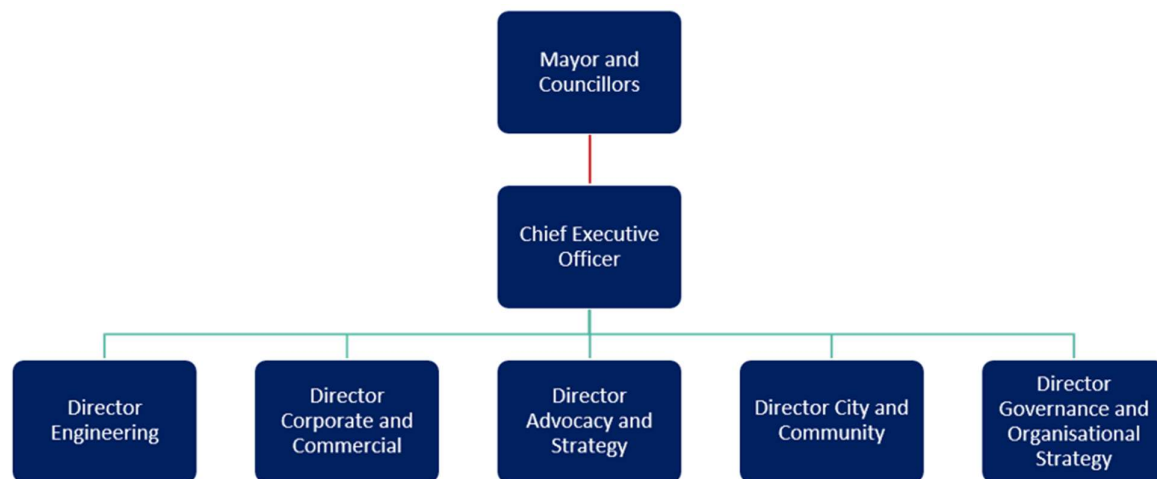
Organisational Overview

The City of Kalgoorlie-Boulder is a thriving regional city covering an area of 95,000 km² and home to over 30,000 people.

The City owns and manages contemporary community facilities, hosts a range of first-class events, and provides significant community investment in grants and sponsorships.

The City employs 400 plus staff members who operate out of eight City facilities. The Council employs the CEO, who is supported by the Executive Leadership Team, whose structure is set out below.

Organisational Structure



Vision, Mission and Corporate Values

VISION

Connected by its many communities, abundant in economic and lifestyle opportunities.

By 2050, Kalgoorlie-Boulder is a thriving, sustainable, and globally connected regional city — shaped by our Goldfields legacy and a rich Aboriginal heritage.

Kalgoorlie-Boulder is more than a place to live — it's a place of opportunity and innovation, where diverse industries, quality infrastructure, and lifelong learning contribute to a city where families and businesses grow and prosper, communities connect, and visitors feel welcome.

MISSION

'Working together for the place and people we call home.'

ACTRITE

Our Values for Performance and Accountability

Guiding our culture of performance, integrity, and impact

- A Accountability** We take ownership of our actions and outcomes, delivering on our commitments.
- C Collaboration** We work together with shared purpose to achieve common goals.
- T Teamwork** We support one another, celebrate success and grow stronger together.
- R Respect** We treat others with dignity, value diverse perspectives and build inclusive relationships.
- I Integrity** We act with honesty, fairness, and ethical responsibility in all we do.
- T Transparency** We communicate openly, share information freely and foster trust.
- E Excellence** We pursue high standards, continuous improvement and impactful results.

Together, we ACTRITE.

Position Overview and Purpose

This position is responsible to provide advanced administrative, analytical, and project coordination support across the Water, Waste & Sustainability business unit. This role supports the delivery of operational, regulatory, and strategic outcomes by managing complex administrative systems, contributing to reporting and compliance, and proactively supporting community engagement and service delivery improvements.

Position Accountabilities

Key accountabilities

- Coordinate and lead the delivery of high-level administrative services across Water Services, Waste Management and Sustainability programs.
- Develop and maintain systems for tracking key operational and regulatory deliverables (e.g. trade waste licensing, compliance reporting, water usage tracking, illegal dumping records and sustainability performance metrics).
- Assist with the preparation of complex documents including reports, contracts, technical correspondence, grant applications, Council agenda items and project updates.
- Provide high-level support to the Manager and Coordinators by undertaking research, preparing data summaries, drafting reports and maintaining critical compliance and audit schedules.
- Oversee budgeting support including tracking expenditure, preparing forecasts, reconciling accounts and identifying anomalies for resolution.
- Assist with project planning and rollout of environmental education campaigns, operational initiatives and regulatory compliance actions.
- Lead improvements to administrative workflows, templates, digital forms and procedures to improve efficiency and accuracy.
- Assist with the coordination of meetings and functions as directed by the Coordinators and/or Manager Water, Waste and Sustainability.
- Ensure that all customer requests and/or complaints, which are received regarding the unit's service(s), are processed and managed in accordance with the City of Kalgoorlie-Boulder's Policies and Procedures.
- Assist with the delivery of Water, Waste and Sustainability initiatives and programs.

Key Performance Indicators

- Timely and accurate preparation of monthly and quarterly compliance and operational reports
- Procurement and contract administration documentation processed accurately and on time
- Budget tracking and financial reconciliations submitted to Manager.
- Recordkeeping compliance with City standards.
- Coordination of team meetings, agendas and minutes.
- Customer requests and service enquiries actioned or redirected within two business days.
- Draft, prepare and review reports, presentations, letters and other documents.
- Liaise with internal & external stakeholders.
- Support for community education events and sustainability campaigns.
- Meet the City's goals and objectives regarding WHS.

Work, Health & Safety

- Ensure adherence to WHS policies and procedures.
- Consult with supervisor and safety representatives on WHS aspects.
- Identify, assess if necessary and control hazards within their area of responsibility.



- Assist in ensuring workers, including volunteers and contractors, are aware of, and abide by, relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Assist in the development of safe work procedures as required and ensure adherence to procedures.
- Assist in the provision of PPE as required as well as the awareness of the correct use and storage requirements.
- Maintain relevant knowledge of WHS issues and act as a role model by demonstrating safe work behaviours.

Judgement & Decision Making

- Operates under limited supervision with a high degree of autonomy in planning and prioritising daily workloads.
- Exercises sound judgement when managing competing deadlines, interpreting policies or responding to administrative and procedural issues.
- Identifies opportunities for process improvements and efficiencies and proposes or implements practical solutions.
- Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work.
- Apply legislation and Council policy direction to decision-making with guidance from the Manager.
- Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards.
- Refers complex or politically sensitive issues to the Manager with relevant background and recommended options.
- Applies discretion and confidentiality when handling sensitive information, correspondence and personnel matters.
- Apply knowledge and skills to ensure consistent quality outcomes.

Skills & Knowledge

- Strong administrative, planning and organisational skills with the ability to work to deadlines across a number of projects simultaneously.
- Good computer skills and knowledge of Microsoft Office suite of applications.
- Relevant qualifications for Customer Service, Office Administration or other related discipline, or demonstrated experience in a similar role(s) is also acceptable.
- Experience in a local government, utility services, or technical regulatory environment.
- Understanding of waste management, water services or environmental sustainability programs.
- Well-developed time management skills.
- Strong team player and with proven ability to work autonomously with initiative, forward thinking, commitment to process improvement and capacity to solve problems and make decisions.
- Current satisfactory National Police Clearance.
- Current WA "C" Class driver's licence.

Corporate Accountabilities

Behavioral Responsibilities

- **Accountability** - We take ownership of our actions and outcomes, delivering on our commitments.
- **Collaboration** - We work together with respect and shared purpose to achieve common goals.
- **Teamwork** - We support one another, celebrate collective success and grow stronger together.
- **Respect** - We treat others with dignity, value diverse perspectives and build inclusive relationships.



- **Integrity** - We act with honesty, fairness and ethical responsibility in all we do.
- **Transparency** - We communicate openly, share information freely and foster trust.
- **Excellence** - We pursue high standards, continuous improvement and impactful results.

Corporate Responsibilities

- Adhere to all City of Kalgoorlie-Boulder policies and procedures.
- Understand the principles of strong customer service and undertake duties in accordance with the City's Customer Service Charter.
- Ensure that all stakeholders are dealt with in a timely, courteous, and professional manner.
- Takes responsibility for and actively undertakes risk management activities in accordance with the City's Risk Management requirements.
- Promote positive and collaborative culture and values of the organisation through open, fair, and transparent decision-making and ethical, professional behaviour.
- Ensure that you take reasonable care to ensure your own health and safety and that of others.

