



EO713 Administration Officer Environmental Services

PD Version – April 2025

Next Review – April 2027

Mission "By 2030 Cabonne Council will be ADAPTIVE, RESILIENT & PERFORMING organisation to maximise opportunities and to overcome the challenges faced by Council and our community."

Values SAFETY RESPECT PRIDE TEAMWORK Our COMMUNITY

Cabonne Council is a Child Safe Organisation that is dedicated to respecting children and young people. We prioritise their voices and views and we are committed to taking proactive measures to always keep children safe.

Position Details

POSITION NO(s):	EO713
DIVISION:	Operations
DEPARTMENT:	Environmental Services
UNIT:	Environmental Services
TEAM:	Environmental Services
POSITION LOCATION:	Molong
EMPLOYMENT TYPE:	Permanent Full Time – 35 hrs/wk
SALARY SYSTEM GRADING:	Grade 4-6
REPORTING TO:	Department Leader Environmental Services
NO. OF DIRECT REPORTS:	NIL
NO. OF INDIRECT REPORTS:	NIL
WORK FROM HOME:	A portion of this role may be considered for WFH arrangements by agreement with the DL.

Purpose of the Position

To be the frontline customer engagement point contact both via the front counter and over the phone for Council's Environmental Services department.

To provide effective administrative support to the Environmental Services Department.

To ensure the delivery of high-quality customer service to the community and customers of Council and to promote a positive customer service-oriented image for Cabonne Council.

Key Duties & Accountabilities

Administrative and Secretarial Support

- Effectively administer and issue burial permits, reservations, pegging of graves, cemetery archives & research.
- Provide clerical assistance to the Environmental Services Department including filing, word processing, and drafting outgoing correspondence.
- Accurately and efficiently enter data into Council's records and registers.
- Undertake various reporting duties for the Environmental Services Department.
- Provide initial contact with Environmental services customers and ensure they are directed appropriately.
- Effectively administer Drummuster bookings.
- Arrange new garbage collection services in accordance with Council procedures.

- Effectively undertake Companion Animal activities, including research, liaising with Ranger, checking registrations.
- Professionally and courteously attend to customer service front counter and phone enquiries relating to Environmental Services including following up enquiries and referring them to the relevant staff member(s) where necessary.
- Ensure customer service requests are followed through and the actions and outcomes are adequately documented with electronic notes within Council's records system.

Work Health & Safety

- To comply with all Council safety policies and procedures including applicable SWMSs, SOPs or Project/Event Safety Management Plans.

Code of Conduct and Ethical Behaviour

- Council staff must comply with all provisions made within Council's Code of conduct.
- You must not conduct yourself in a manner that:
 - Is likely to bring council or other council officials into disrepute.
 - Is contrary to statutory requirements or the council's administrative requirements or policies.
 - Is improper unethical.
 - Is an abuse of power.
 - Causes, comprises or involves intimidating or verbal abuse.
 - Constitutes harassment or bullying behaviour under this code or is unlawfully discriminatory.
- You must act lawfully and honestly and exercise a reasonable degree of care and diligence in carrying out your functions.

Qualifications and Experience

Qualifications:

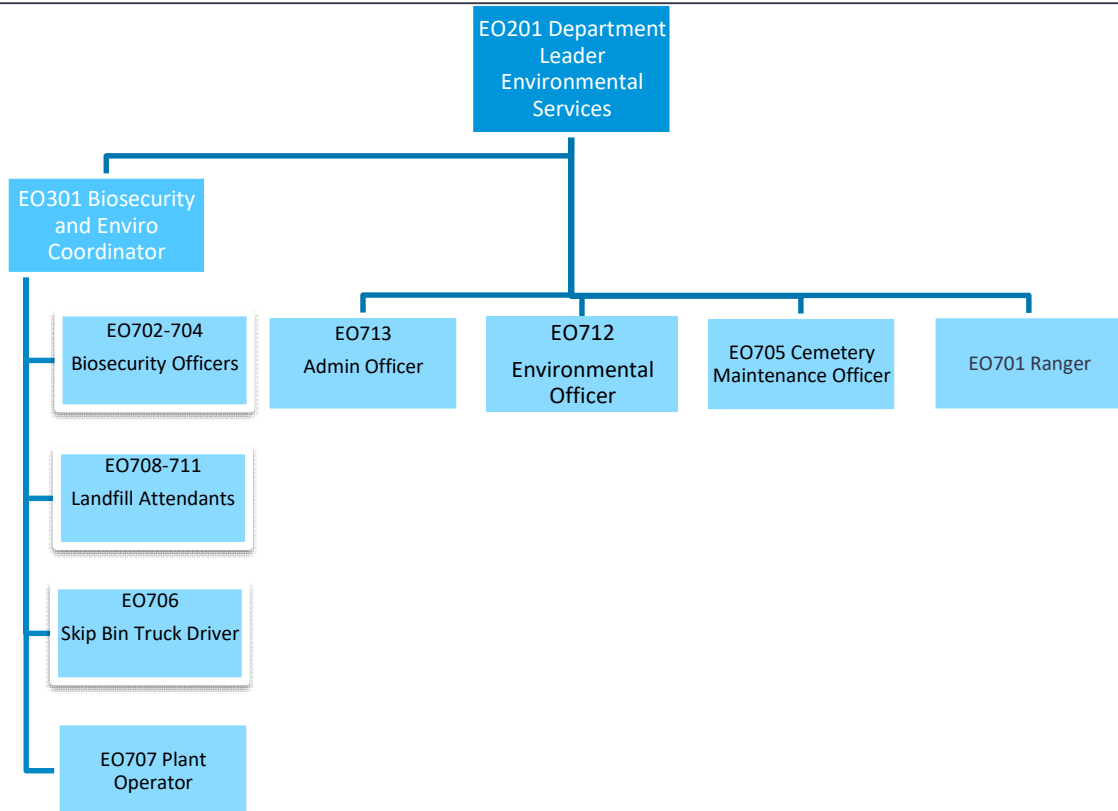
Essential

- Class C driver's licence.
- Cert III in Business Administration and/or previous experience in a similar administrative role.

Skills & Experience:

- Ability to draft correspondence and documents with a high attention to detail.
- Ability to prioritise and manage own time ensuring timely completion of assigned tasks.
- Above average computer skills including Microsoft programs and proficiency in data management software.
- Well-developed written and verbal communication skills with the ability to interact and liaise with internal staff members and external customers.
- Demonstrated ability to work as part of a team.

Organisational Team



Cabonne Capability Framework

HIGH QUALITY SERVICE AND ASSET DELIVERY	
 MANAGING BUDGETS	- We are responsible financial custodians of public funds. - We adhere to good governance, financial management processes and systems. - We exercise our fiduciary duties and ensure budgets are managed sustainably with due regard for our long-term Financial Planning and Strategic Asset Management Plans.
 MANAGING RISKS	- We proactively identify threats and opportunities impacting on our objectives. - We actively manage these positive and negative risks to be at acceptable levels within our resources to achieve optimum outcomes for Council. - We ensure our risk-based decisions are appropriately recorded and are understood. - Risks to our people's safety is our priority we will reduce these risks as low as is reasonably practicable to ensure they are safe at work.
 MANAGING SERVICE DELIVERY	- We ensure council services are delivered in a timely manner with quality to meet the needs and expectations of our communities and stakeholders. - We manage our assets efficiently to ensure they are fit for purpose and sustainable for our communities into the future.
 MANAGING PROJECTS	We manage our projects through diligent project management processes and systems to ensure they are on time, on budget and delivery quality outcomes for key stakeholders.
ADAPTING, INNOVATING AND IMPROVING THE WAY WE WORK	
 INNOVATION & IMPROVEMENT	- We drive a culture of continuous improvement that encourages innovation, maximises value and eradicates waste. - We look to solve problems and make daily improvements. - We foster curiosity and questioning on the status quo to identify and maximise opportunities.
DEVELOPING AND VALUING OUR PEOPLE	
 LEADING PEOPLE	We provide leadership through valuing and respecting our people by: - Making the best use of their abilities. - Ensuring they are well informed of issues and changes that affect them. - Recognising effort and giving credit where credit is due. - Being honest and constructive in guidance and feedback given around their performance and behaviours. - Ensuring our workplace culture contributes to the overall wellbeing of our people.
 MANAGING SELF	As Council employees we display initiative and resilience, modelling appropriate behaviour, valuing safety, respect for others, and a willingness to continue developing and learning.
ENGAGING AND BUILDING RELATIONSHIPS WITH OUR KEY STAKEHOLDERS	
 MANAGING RELATIONSHIPS	- We expect quality customer service with a commitment to timely responsiveness to our community and stakeholders, so they are aware of our actions and decisions as soon as practicable. - We take time to ensure our communication methods are clear and appropriate to their audience to minimise misunderstandings and confusion. - We seek to actively engage and work collaboratively with our community on projects, problems and issues that affect them.