



Position Description

Business Support Officer

Our City

Situated 223kms from Perth, the City of Busselton is an important regional centre covering 1,454 square kilometres in the lower south west region of Western Australia. Our local government consists of approx. 500 employees proudly serving its fast growing community of approx. 45,000 residents.

Our Vision - Where environment, lifestyle and opportunity thrive!



Lifestyle

Our community is safe, welcoming and inclusive, with access to services and facilities to support good health and wellbeing.



Environment

Our environment is valued, conserved and able to be enjoyed by current and future generations.



Place

Responsible planning is helping the region to experience sustainable growth with retention and enhancement of our unique character, identity and lifestyle.



Opportunity

We have a vibrant and growing economy with diverse opportunities for everyone to learn, work and flourish.



Leadership

We actively engage with community to deliver visionary, collaborative and accountable leadership.

City Values

TRACE is our commitment to driving results and shaping a City where environment, lifestyle and opportunity thrive.

T



Teamwork

R



Respect

A



Accountability

C



Customer Focus

E



Excellence

Position Details

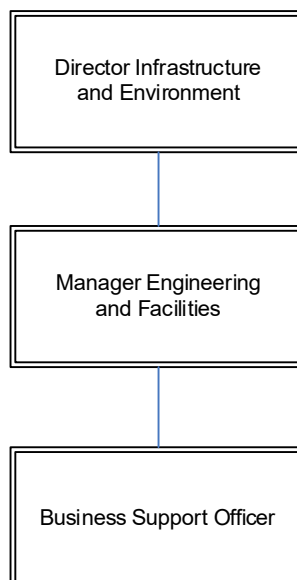
Title	Business Support Officer
Position Number	129
Directorate	Infrastructure and Environment
Reports to	Managing Engineering and Facilities
Employment Type	Full time
Industrial Instrument	City of Busselton Industrial Agreement
Level	Inside Level 4

Position Overview

Summary of the key objectives of the position.

To provide confidential and professional support to the Manager Engineering and Technical Services while providing helpful, efficient and courteous service to other Officers, Council's ratepayers and clients.

Reporting Relationships



Key Duties and Responsibilities

Business Unit Support

- Provides administration support for the Manager and team as required.
- Drafts standard letters of response to general enquiries, and distributing standard / proforma advice to residents, ratepayers and landowners as required.
- Creates purchase orders as and when required.
- Researches information on projects referred by the Manager and provides a report.
- Organises catering for functions and meetings on behalf of the Business Unit.
- Being conversant with City Policies and relevant Acts related to duties for this position.

Crossovers, Verges and Kerbs

- Processes applications for crossover and verge bond refunds.
- Processes crossover contribution claims.

Utilities

- Attends to all Dial Before You Dig enquiries and correspondence.
- Registering all utilities related correspondence into ECM.

Road Name Changes and Road Name Applications

- Processes road closure applications for Permanent and Temporary Road Closures.
- Processes applications for new road and reserve names (nomenclatures).
- Processes applications for road name changes.

Events

- Coordinates Community Infrastructure areas of responsibility for events and liaises with the Events Officer -
 - Electrical;
 - Additional Bins;
 - Reticulation;
 - Cleaning;
- Responds to correspondence regarding Permanent and Temporary Road Closures and Traffic Management Plans (TMPs) for events held within the City annually.

Records Management

- Coordinates incoming / outgoing correspondence for the Manager through Dataworks.
- Registers all correspondence within the records system.
- Distribution of mail and tasks as required.

Agenda and Minutes

- Updates and inputs agendas / minutes into Dataworks on behalf of the Infrastructure Development Business Unit.
- Typing and editing items for Council Reports on behalf of the Infrastructure Development Business Unit.
- Updating and tracking outcomes for Council Resolutions and Schedule for reports on behalf of the Infrastructure Development Business Unit.

- Compiles agendas, attend meetings as required for minute taking on behalf of the Infrastructure Development Business Unit.

Tender Processing

- Assists with the preparation, organising and collating of tender documentation in accordance with tender processes and procedures.

Grants

- Assists in responding and typing of general correspondence relating to grants.
- Assists in the processing, researching and compiling of grants.
- Assists with the lodgement and acquittal of grants.
- Maintains the Business Units Grants database and spreadsheet.

Corporate Responsibilities

- Exercise Workplace Health and Safety responsibilities as detailed in the WHS Policy and associated operational practices, procedures and guidelines.
- Uphold the City's values and behaviours.
- Understand the principles of customer service and undertake duties and responsibilities in accordance with the City's Customer Service Charter.
- Exercise continuous improvement responsibilities as detailed in the Process Improvement Framework.
- Undertake duties and responsibilities in accordance with code of conduct, corporate policies, operational practices and work processes.

Role Specific Competencies

The ideal candidate will be able to demonstrate the below competencies:

- Highly developed computer skills in word processing, spreadsheets, data entry and records systems.
- Demonstrated skills and knowledge in plans, relating to roads, drains, crossovers, verges and paths.
- Highly developed communication skills, both oral and written.
- Highly developed time management and organisational skills.
- Well-developed interpersonal and customer service skills.
- Developed initiative, judgment and problem solving skills.
- Developed knowledge in preparation of agendas and taking minutes of meetings.

Authorities

This position operates under the limited direction of the Manager Engineering and Facilities within established legislative guidelines, policies of the Council and City Operational Practices and Procedures and guidelines.

This position may authorise purchases and certify invoices to the value specified in the Employee Purchasing Authority Limits OP.

Appointment Pre-requisites

- National Police Clearance not more than six months old
- Proof of right to work in Australia
- Current C Class drivers licence

Pre-employment Medical Screening

The following pre-employment medical screening is required for this role. This will be organised by Human Resources with all associated costs covered by the City of Busselton:

- Basic medical assessment