

Administration Support Officer

Position Outline

Position	Administration Support Officer (Environmental Services)
Work Location	23 West Street, Council's Administration Building
Directorate	Community Services
Section	Environmental Services
Reports to	Coordinator, Environmental Services
Annual Salary Band	\$79,253.94 - \$84,383.63
Classification	Level 2, Administrative, <i>Queensland Local Government Industry (Stream A) Award – State 2017</i> and Mount Isa City Council Certified Agreement 2024
Engagement Type	Short Term Contract (Maternity Leave - up to 12 months)

POSITION OBJECTIVE

Provide high-quality administrative support to the Environmental Services Team to enable the efficient delivery of environmental health, environmental compliance, waste, biosecurity and related regulatory services to the community.

Provide accurate and timely administrative assistance in the preparation of correspondence, reports, presentations, minutes, community engagement activities, records management and other Environmental Services functions, while delivering professional customer service to internal and external stakeholders

POSITION REQUIREMENTS

Essential

- Demonstrated experience in administrative, customer service or business support roles.
- Well-developed communication and customer service skills, with the ability to engage effectively with a diverse range of stakeholders.
- Strong organisational skills, with the ability to manage competing priorities, maintain accuracy and meet deadlines.
- Demonstrated ability to maintain confidentiality and exercise discretion when handling sensitive information.
- Proficient in Microsoft Office applications (particularly Excel), with the ability to accurately maintain records, databases and information management systems.
- Ability to work effectively both independently and as part of a team, with strong problem-solving skills and a proactive approach to continuous improvement.
- Current Queensland "C" Class Driver Licence.

Desirable

- Experience in local government, environmental services, regulatory or compliance environments.
- Ability to quickly learn and utilise Council corporate systems and software.

- There are no mandatory qualifications or requirements for this position. However, Council values the enhanced work performance which may be gained from the expanded knowledge base and skills acquired during formal tertiary training and encourage both existing and potential staff to participate in lifelong learning.

KEY RESPONSIBILITIES

This position is responsible for the following areas and includes but is not limited to:

- Provide professional administrative and customer service support to the Environmental Services Team.
- Respond to and action customer enquiries, requests and complaints, ensuring enquiries are appropriately recorded, referred and resolved within established service standards.
- Administer and maintain Council's customer request and case management systems for Environmental Services matters.
- Create, register, manage and archive records in accordance with Council's records management requirements and legislative obligations.
- Prepare and process correspondence, reports, forms, presentations, memorandums and other business documents.
- Assist with the administration of environmental health and environmental compliance, including the processing of applications, registrations and associated documentation.
- Raise purchase orders, process invoices, payment requests and other financial administration tasks in accordance with Council procedures.
- Coordinate meetings, appointments and inspections, including the preparation and distribution of agendas, minutes and supporting documentation.
- Assist with the preparation of reports, statistics and operational information to support service delivery and regulatory activities.
- Develop and maintain templates, forms, fact sheets, educational materials and other resources utilised by the Environmental Services Team.
- Maintain accurate and up-to-date databases, registers and information systems.
- Contribute to process improvement initiatives that enhance service delivery, efficiency and customer experience.
- Follow all relevant Council policies, procedures, workplace health and safety requirements and legislative obligations.
- Undertake any other lawful and reasonable duties as directed by your supervisor or a more senior officer.

KEY PERFORMANCE INDICATORS

- Respond to and action customer enquiries, requests and service requests within Council's adopted service standards, maintaining a high standard of professionalism and customer service.
- Complete assigned administrative tasks, correspondence, meeting coordination and document preparation accurately and within agreed timeframes.
- Maintain accurate and compliant records, ensuring environmental services documentation is captured and managed in Council's record management systems within required timeframes.
- Ensure customer requests, case management records, registers and databases are maintained accurately and require minimal corrective action.
- Process purchase orders, invoices and other financial administration functions accurately and within established Council procedures and timeframes.

- Contribute positively to team objectives, workplace culture and service improvement initiatives while complying with Council policies, procedures and workplace health and safety requirements.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

MOUNT ISA CITY COUNCIL VALUES

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

HOW TO APPLY

What to include in your application:

To assess your suitability, please provide the following information:

- Write a maximum of 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.
- Please contact the nominated person on the Role Description if you require any reasonable adjustments throughout this recruitment process.

Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/City-Council/Careers/Current-Opportunities>; or
- Email Human Resources on hr@mountisa.qld.gov.au
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote human rights and diversity.
- All workers of Council are responsible for the wellbeing, physical, emotional and cultural safety of the children and young people who receive our services.

- All workers are expected to act in accordance with the Child Safe Organisations Act 2024, including the Child Safe Standards and Universal Principle in their physical and online interactions with children and young people, including outside the course of their work for the Council.
- All workers are subject to the Reportable Conduct Scheme and its obligations as per the Child Safe Organisations Act 2024. Learn more about our commitment to being a Child Safe Organisation on our website.

Creation Date	21 September 2026
Review Date	21 October 2027
Contact	HR 47473200
Closing date	06 November 2026