



Position Description

Operations Administration Officer (Fixed Term)

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

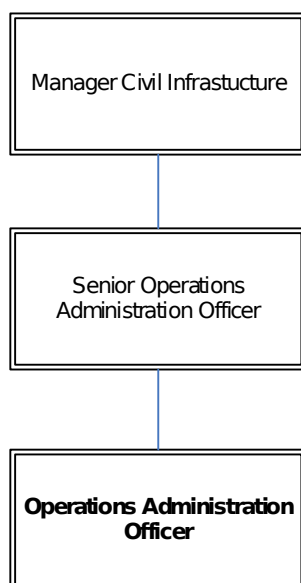
Title	Operations Administration Officer (Fixed Term)
Position Number	759
Directorate	Infrastructure and Environment
Reports to	Senior Operations Administration Officer
Employment Type	Part time (0.8, 4 days a week)
Industrial Instrument	City of Busselton Industrial Agreement
Level	Inside Level 3/4

Position Overview

Summary of the key objectives of the position.

To provide effective and efficient administration and organisational support to the Civil Works, and Parks and Gardens activity units, and provide customer service to both internal and external customers.

Reporting Relationships



Key Duties and Responsibilities

Administration

- Provide high-quality administrative and coordination support across Operations, responding to changing priorities and operational requirements.
- Organise operational documentation, correspondence, meetings, project administration and follow-up actions.
- Maintain and improve administrative systems, registers and processes to support efficient and consistent work practices.
- Monitor operational task lists and assist with the coordination and progression of outstanding actions.
- Support employee administration, onboarding, inductions and internal communications.
- Assist with WHS and training coordination, including documentation, records, bookings and compliance requirements.
- Work closely with the Senior Operations Administration Officer to support operational priorities, projects and continuous improvement initiatives.
- Provide flexible administrative support across Civil Works, Parks and Gardens and broader Depot operations.

Purchasing/Stores

- Provide procurement and purchasing support, including raising and releasing purchase orders, quotations, supplier liaison and procurement documentation.
- Assist with RFQ, RFT and other procurement processes and associated contract administration.
- Support stock control and stores administration, including purchasing records and supply requirements.
- Provide backup support across Stores and Gatehouse functions as required.

Customer Service

- Manage and respond to a range of internal and external enquiries, applying sound judgement and referring matters where appropriate.
- Monitor customer requests and coordinate follow-up with relevant Operations staff.
- Assist with community notifications, operational communications and public information.
- Build effective working relationships across Operations and with internal and external stakeholders.

Team Participation

Be a proactive and positive member of the Operation Services team, which includes:

- Taking care of own and others' safety by following safety procedures and instructions, wearing required PPE and reporting issues.
- Cooperating with, and gaining the cooperation of, other team members.
- Participating in problem solving, and conflict resolution within the team.
- Displaying a positive attitude and a commitment to building a positive team environment.
- Attending and participating in team meetings and discussions.

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/or obtain the below competencies:

- Well-developed administration skills including word processing and data entry.
- Intermediate experience in the use of Microsoft Office as a minimum, in Word, Excel and Outlook.
- Excellent interpersonal and customer service skills, with the ability to build strong working relationships in a diverse working environment.
- Confident oral communication skills.
- Accuracy and attention to detail.
- Well-developed time management and organisational skills, including the proven ability to prioritise and react to changes to priorities.
- Accurate numeracy skills.
- Ability to use initiative, problem solve and research information.
- Demonstrated ability to work in a team environment and also autonomously.
- The resilience to work in a fast paced and often reactive environment.

Authorities

This position operates under the limited direction of the Senior Operations Administration Officer within established legislative guidelines, policies of the Council and City Operational Practices and Procedures and guidelines.

This position may authorise purchases to the value specified in the Employee Purchasing Authority Limits OP, or as otherwise authorised.

Appointment Pre-requisites

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

Desirable:

- Forklift licence or willingness to obtain

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
- Functional capacity assessment