



City of
Kalgoorlie
Boulder

Position Description

Position Title: **Business Support Officer - Ranger**

Position Details

Position Number	3328
Position Classification	Level 4/1 – 4/7
Status	Permanent - Full Time
Directorate	City and Community
Business Unit	Rangers
Work Location	Animal Management Facility
Reports To	Coordinator Ranger Services
Supervisory Responsibility	No direct/indirect supervisory responsibilities

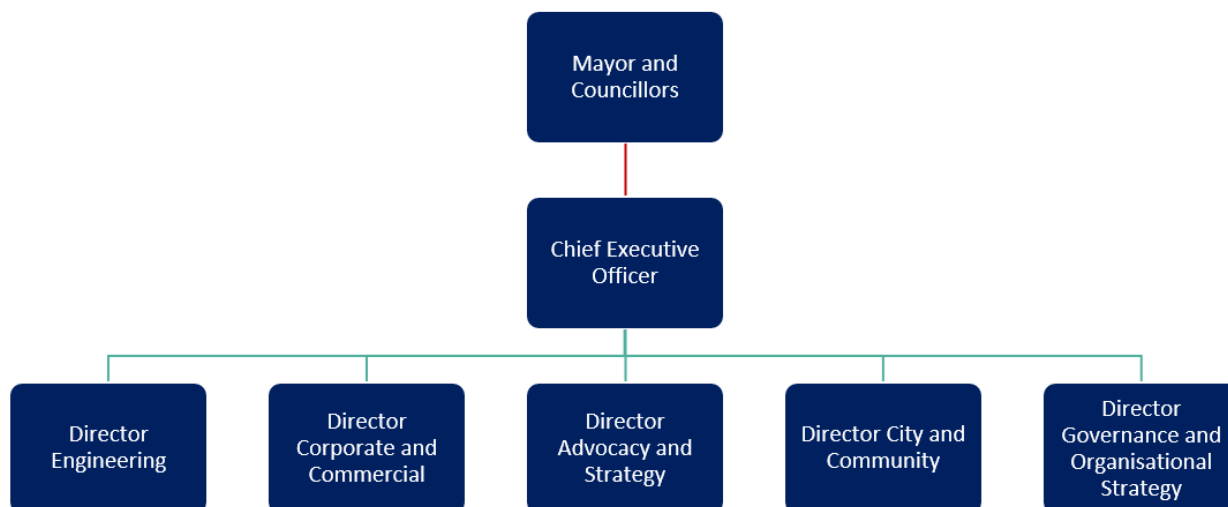
Organisational Overview

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

The role primarily provides administrative support the Community Rangers team with administrative, compliance and other team functions as needed whilst maintain the highest standard of customer service at all times. As a Ranger Support Officer you will be an authorised person to administer official notices in accordance with local

Position Accountabilities

Key accountabilities

- Carrying out administrative duties in support of the Community Ranger team such as drafting and preparing general correspondence, filing and photocopying, and maintain files and information records.
- Advanced computer skills and good knowledge of Microsoft Office such as Outlook, Word, Excel and PowerPoint.
- Ability to work cohesively and effectively in a team environment whilst efficiently executing daily administrative functions.
- Processing and actioning customer service requests and ensuring such requests are responded to in a timely manner.
- Assist in preparing statistical gathering of information and reports as required.
- Strong customer service focus and ability to multitask to assist with customer inquiries, answering telephone calls and front counter duties.
- Provide information to the public on the procedures and requirements pertaining to Community Rangers
- Enforce the City's Local Laws and Statutory Acts as applicable
- Assist with the daily operational running of the animal management facility (may including weekends if rostered).
- Adhere to all City of Kalgoorlie-Boulder policies and procedures and ensure personal safety at work and that of others.
- Other accountabilities and responsibilities as directed by the Senior Community Ranger, Coordinator Ranger Services, Manager Community Safety and/or Director City and Community.

Key Performance Indicators

- Assist with updating all ranger related Standard Operations Procedures as required.
- Finalise and assist the Ranger Admin with the integration of Altus and Department of Transport project.
- Accurately monitor and update ranger registers.
- Maintain fact sheets/ranger information annually and update the City's website regarding ranger services.

Judgement & Decision Making

- Respond promptly to instructions and seek clarification as necessary.
- Work under minimal supervision, organised and ability to prioritise works and able to work in a team environment.
- Apply good judgment and have well developed problem solving and conflict resolution skills.
- Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards.

- Apply knowledge and skills to ensure consistent quality outcomes.

Skills & Knowledge

- High level communication skills, interpersonal and public relation skills, particularly in relation to negotiation and conflict resolution, and a strong ability to liaise effectively and confidently with internal and external customers.
- Knowledge and ability to interpret Local Laws and Acts of Parliament.
- Experience in the handling of animals.
- Current satisfactory National Police Clearance.

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.