

Business Support Officer

Position Description

Directorate	Infrastructure Planning	Department	Infrastructure Planning Directorate
Reports To	Senior Executive Support Officer	Direct Reports	No
Queensland Local Government Industry Award - State 2017 -Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	City of Moreton Bay EBA6 Certified Agreement 2025 Wage Level	Schedule 1, Level 2

Position Purpose

This position will provide administrative and business support to departmental teams to support the achievement of directorate objectives and outcomes.

Key Responsibilities and Outcomes

As a Business Support Officer and member of the Infrastructure Planning department you will:

- Provide administrative and business support to departmental teams across the division ensuring appropriate escalation of any matters or emerging issues requiring attention.
- Prepare incoming and outgoing correspondence and timely responses to customer requests including appropriate follow up action as required.
- Assist with customer enquiries and Technology One processes including tracking and resolution as appropriate.
- Assist with the Division's reporting, budget and procurement processes; liaise with suppliers, obtain quotes, raise purchase orders, and process invoices.
- Assist in the review and update of resources including template letters, forms and customer service reference information to ensure accuracy, consistency and alignment with departmental processes.
- Assist in the review of departmental processes to improve efficiency and service delivery outcomes.
- Work collaboratively with other business support staff to deliver a seamless support service to the division.
- Develop and maintain relationships with internal and external stakeholders that will increase the effectiveness of the department.
- Contribute to a positive team environment in order to achieve a high performance, continuous improvement and customer focused culture

Our Values				
Our values: guiding how we work and shaping our future.	 SEE THE PERSON. SEE THE CITY.	 OWN THE SOLUTION. FOR TODAY AND TOMORROW.	 FALL, LEARN, RISE. TOGETHER WE GROW.	 THINK BIGGER. LET'S GO.

Decision Making	
Budget	N/A
Delegations	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience
• Previous experience providing administrative support and assistance, including the preparation of quality correspondence and documentation. • Sound knowledge of administration practices and procedures. • Well-developed organisational skills and work ethic with the ability to work autonomously. • Well-developed time management skills to achieve proficiency and effectiveness in managing the workload and priorities, and meeting deadlines. • Proficiency with the Microsoft Office suite of programs and the ability to develop proficiency with Council's corporate systems. • Well-developed people and relationship skills with demonstrated ability to work in a team environment, communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service.

Qualifications
• Certificate II in Business Administration or equivalent experience. • Current "C" Class Driver's Licence.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.