

Position description

Operations Support Officer

Position code:	133 and 260
Division:	Maintenance
Location:	Moruya Depot (133) and Moruya Administration Office (260)
Band/Grade:	Administrative / Technical / Trades Band 2 Level 1-2 – Grade 8-10

Council values

At Eurobodalla Shire Council we embrace diversity and inclusion and value the contribution and experience of all our people. We are proud to work on Yuin Country.

Our Council Values represent “the way we do things around here.” We value collaboration, respect, teamwork, professionalism, openness and trust. Our values guide our decision-making and behaviour and underpin the interactions and professional relationships we have with others in our day-to-day work.

Values also contribute to our organisation's strategic direction and reinforce our commitment to creating a safe and mentally and physically healthy workplace. We strive to build a workforce culture that embraces work-life balance, wellbeing, and flexibility.

We encourage applications from people of all backgrounds and abilities.



We are collaborative

We ask for and share ideas, insights and knowledge.

We find strength and reward in working together.

We are respectful

We show respect and compassion to each other and our community. When there are issues, we go to the sources.

We show team spirit

We nurture and value our relationships, bringing out the best in each other.

We are professional

We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.

We are open and trusting

We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

Provide high-quality service to stakeholders and operational support to primarily the Infrastructure Services Directorate and other areas of Council as required, plus selected specialised support services (for example cemetery services, plant hire and material procurement, and resolution of complex correspondence), in accordance with Council policies, procedures, and legislative requirements.

Main duties and key result areas (KRA):

1. Provide comprehensive administrative and business support to ensure efficient delivery of Council operations.

KRA: Ensure all team activities are accurate, completed within agreed service levels, and aligned with Council policies, procedures, and service standards.

KRA: Support other teams to achieve Delivery Program and Operational Plan objectives as directed by Supervisor.

2. Deliver support to customers through telephone, written, and in person correspondence.

KRA: Ensure all customer requests and associated documentation are completed accurately, professionally, and in compliance with Council policies, procedures, and service standards, within required timeframes, while delivering high quality internal and external customer service with a focus on first point of contact resolution.

3. Develop, review, implement, maintain, and continuously improve operational and compliance documentation, including policies, codes, procedures, and plans.

KRA: Ensure team documentation is accurate, current, and fit for purpose, aligned with legislative, organisational, and operational requirements, supports effective business processes and risk management, and is developed in consultation with stakeholders and reviewed within required timeframes.

KRA: Support the Directorate in maintaining and updating documentation, ensuring consistency across teams.

4. Prepare, maintain, and distribute accurate and timely reports across administrative and operational activities.

KRA: Ensure all reporting is accurate and delivered within required timeframes, with data captured, analysed, and presented to support service delivery and informed decision making, while meeting stakeholder requirements, monitoring performance, and minimising errors and delays.

5. Follow EEO and diversity principles and practices.

KRA: Work practices are compliant with EEO and diversity policies and procedures.

6. Maintain own health and safety and that of other people at the workplace or those who may be affected by the work being carried out.

KRA: Council's WHS Policy and procedures complied with.

Qualifications/experience (selection criteria)

Essential

1. Qualifications in Business Administration or demonstrated relevant experience.
 - a. At Grade 8: Demonstrated administrative experience, ability to complete tasks accurately with some guidance, developing communication and customer service skills.
 - b. At Grade 9: Significant experience and ability to manage workload effectively.
 - c. At Grade 10: Certificate III in Business Administration and significant experience, or equivalent extensive experience demonstrating specialised administrative capability.
2. Demonstrated commitment to excellent customer service and administrative support, with proven ability to meet deadlines through effective prioritisation.
3. Demonstrated ability to work both independently and collaboratively within a flexible team environment, with a strong focus on continuous improvement.
 - a. At Grade 8: Provides customer service for straightforward enquires and escalates non-routine matters with a developing ability to prioritise tasks and meet deadlines with support.
 - b. At Grade 9: Independent in managing workload, meeting deadlines and providing accurate and timely administrative support. Delivers high quality customer service across multiple channels, resolving most enquiries at first contact.
 - c. At Grade 10: Extensive experience demonstrating advanced capability. Provides high level administrative support managing complex tasks and workflow with autonomy. Delivers excellent customer services for complex enquiries requiring research, judgement, and cross team coordination. Support or guides others in customer service and administrative processes.
4. High level technology skills across a range of programs including Microsoft Office and computerised accounting systems.
5. Demonstrated ability to undertake research and gather data in response to requests from the public and internal stakeholders, producing high-quality and timely verbal and/or written correspondence.
 - a. At Grade 8: Demonstrated ability to gather routine information and data under guidance. Produces sound verbal and written responses to day-to-day enquiries

with review required before issue. Ability to summarise information accurately when directed.

- b. At Grade 9: Significant experience undertaking research and gathering data. Independently collects, verifies, and interprets information with minimal review including responses requiring moderate analysis or explanation.
 - c. At Grade 10: Extensive experience demonstrating advanced capability. Independently undertakes complex research, gathers and analyses data from multiple sources, and prepares high quality responses requiring judgement and interpretation. Produces complex, accurate, and timely correspondence without review including reports, briefings, and responses to sensitive or high impact enquiries. Supports or guides others in research, data gathering and correspondence preparation.
6. Strong interpersonal skills, with the ability to communicate effectively both verbally and in writing to customers, community members, and staff at all levels.
- a. At Grade 8: Demonstrates clear and courteous communication. Able to respond to day-to-day enquiries to customers and colleagues with some guidance. Developing confidence in written and verbal communication.
 - b. At Grade 9: Significant experience communicating with a range of stakeholders. Communicates effectively and professionally across multiple changes adapting style to audience and produces accurate and timely written communication with minimal review and handles difficult conversations with appropriate judgement.
 - c. At Grade 10: Extensive experience demonstrating advanced capability. Communicates confidently and professionally with customers, community members, and staff at all levels including complex or sensitive situations. Produces high quality complex written communication independently and supports and guides others in effective communication practices. Able to reconcile differing points of view, explain policy or procedural requirements and influence positive outcomes.

Desirable

1. Working knowledge of the *Local Government Act 1993* and local government operations.
2. Experience in a civil engineering related field and knowledge of civil works.
3. Experience operating Technology One and Geographical Information System (GIS).

Licence and qualification requirements

Mandatory licences and qualifications required prior to commencement

1. Current Class C Drivers Licence.

A satisfactory outcome as a result of a National Criminal History Record Check is a requirement for this position.

The requirements outlined in Eurobodalla Shire Council's Policies and Codes of Practice apply to all employees of Council.

Supervisor:	Senior Operations Support Officer
Date:	August 2026

Conditions of employment

Position title:	Operations Support Officer
Grading:	Grade 8 - 10 of Council's salary system
Salary range:	In the range of \$76,816.10 to \$90,454.72 gross per annum comprising: • \$68,585.80 to \$80,763.15 base salary • \$8,230.30 to \$9,691.58 superannuation (calculated at 12% of the base salary)
Award:	Local Government (State) Award 2026
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.
Criminal Record Check:	A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to this position. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits.
Hours of work:	Full-time, 70 hours per fortnight. Working hours may vary depending on operational requirements. Eurobodalla Shire Council's Enterprise Agreement provides flexibility in working arrangements through agreement between employees and their managers. Current office hours for each work location are: • Moruya Administration Office: 8:30am to 4:30pm, Monday to Friday. • Moruya Depot: 7:45am to 4:00pm, Monday to Friday. • Narooma Depot: 7:45am to 4:00pm, Monday and Tuesday. • Batemans Bay Depot: 7:45am to 4:00pm, Monday to Thursday.
Location of Position 133:	Based from the Moruya Depot (Araluen Road) and required to work at various locations across the Shire.

Location of Position 260: Based from Council's main office in Moruya, (corner of Vulcan and Campbell Streets) and required to work at various locations across the Shire.

Leave entitlements: 4 weeks of annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year.

Upon commencement, employees are credited two weeks of Sick Leave and one week My Leave.

On each anniversary of employment, employees will be credited with an additional 2 weeks of Sick Leave and 1 week of My Leave.

Organisation chart

