

Position Description

Position Title:	Reception Officer
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Section:	Administration, Clerical, Technical, Professional Community Service, Supervisory and Managerial Services
Classification:	Level 2
Employment Type:	Full-time
Department:	Corporate and Financial Services
Reports to:	Records and Business Services Coordinator
Direct Reports:	Nil

POSITION OBJECTIVE

The Reception Officer will be the first point of contact to members of the community seeking advice and guidance on Council services. The Reception Officer is also responsible for the provision of effective and efficient administration and support services across the Corporate and Financial Services team as required.

The role requires a high level of professionalism, a commitment to high-quality service delivery, and a proactive approach to continuous improvement, ensuring outcomes align with the best interests of Council and the community.

POSITION RESPONSIBILITIES

Front Counter

- Undertake front counter and telephone reception duties for Council Customers (external and internal) seeking assistance and/or guidance on Council facilities, services, complaints, and charges
- Respond to customers through various modes including email, telephone, and face to face
- Log customer requests as appropriate and upon receiving
- Provide assistance to employees regarding general information, provide message service to employees when unavailable, maintain internal staff forms and external forms for clients at front reception
- Maintain and update foyer TV media / adverts on a weekly basis minimum

Records Management

- Undertake records management tasks such as incoming mail, council's generic email account and records registration and archiving

Facilities

- Maintain Council internal bookings systems for meetings rooms and vehicles
- Liaise effectively with staff regarding set up of internal facilities and that special requirements are provided in advance
- Maintain Council's administration vehicle including completion and return of booking sheets, timesheet completed on fortnightly basis, organising cleaning schedule and liaising with workshop regarding maintenance and service of vehicle

- Liaise effectively with maintenance and building employees to arrange maintenance of facilities as appropriate
- Maintain and report discrepancies of key register including auditing weekly and signing in / out keys
- Assist in maintenance of other registers e.g. Delegations, Local Laws, Visitors Sign In/Out and Equipment Issue.

Finance

- Manage petty cash function, including balancing float, requesting top up as required, providing reimbursement to staff upon voucher and receipt presentation and ensuring appropriate vouchers and receipts are provided
- Receipt monies made in person or via telephone or internet
- Process Council banking on a daily basis including reporting and reconciling and filing banking documentation

Administration

- Monitor staff provisions in kitchen including ordering and collection of stock
- Monitor, order and audit stationery and printer requirements including ensuring photocopying room is tidy and safely maintained
- Provide assistance and relief duties within Corporate & Financial Services and other Council portfolios as required
- Produce Council Notices including weekly road reports for advertising within local community including online and print media
- Produce monthly Council employee newsletter
- Ensure general administration and records management requirements are being met

SELECTION CRITERIA

Essential

1. Demonstrated experience meeting administration requirements within a corporate environment and willingness to act as a support officer, while managing confidential information in a professional and sensitive manner.
2. Demonstrated commitment to excellent customer service, and the ability to respond to all customer enquiries, internal and external in a professional and patient manner.
3. Demonstrated sound level of knowledge of the Microsoft Office Suite of applications, and the ability to rapidly acquire knowledge of corporate and other programs used by Council such as Authority and TRIM.
4. Ability to work within a team, establish work priorities, meet deadlines, actively follow up, and resolve outstanding tasks while ensuring attention to detail.
5. High level of communication and interpersonal skills with the ability to develop effective professional partnerships across diverse stakeholders.
6. Commitment to uphold Council's Code of Conduct, Workplace Health and Safety and Anti-Discrimination policies.

Desirable

- Qualifications (eg Certificate III or IV) within Business Administration or a related field.
- Current C Class drivers' licence

CORPORATE RESPONSIBILITIES

General

- Consistently complete allocated tasks to a high standard and within agreed timeframes
- Undertake other tasks up to and including your competency and level
- Actively promote the values of the organisation to staff
- Actively participate in identifying, recommending, developing and implementing measures through which allocated tasks and responsibilities may be carried out more effectively and efficiently

Administration

- Ensure general administration and records management requirements are being met
- Provide courteous and professional customer service to internal and external customers and conduct all transactions in an ethical and efficient manner
- Contribute positively to a supportive team-based work environment and participate in team meetings and training sessions as required
- Ensure that requests are acted on and reported upon in accordance with Council Policy
- Keep your supervisor/manager appropriately and adequately informed on the current state of activities relevant to your role and to highlight in advance any points likely to influence Council operations or relations with ratepayers and/or the public
- Maintain a personal time management system to ensure deadlines are met; to ensure that other staff of the Council are given due notice and time to comply with deadlines so that their own personal planning is not inconvenienced

Organisational Continuous Improvement & Quality Management

- Willingness and ability to adapt to challenge and opportunities:
 - changing workforce capabilities through multiskilling, succession planning, knowledge management
 - changing technologies and operational procedures by expanding your knowledge of future trends and required competencies
- Willingness and ability to set the example and live the values
- Willingness and ability to advocate a positive and constructive organisational culture
- Willingness to accept responsibility for your own actions and decisions, and to be held accountable for such
- Willingness and ability to integrate the competing demands of work, home, community and self

Corporate Responsibilities

All employees are bound by the *Queensland Local Government Act 2009* to act with integrity, and in a way that shows proper concern for the public interest. All employees are responsible for acting in accordance with the Flinders Shire Council Code of Conduct and other relevant policies, procedures and protocols as may be applicable to the role.

Work Health & Safety

All workers have a duty to familiarise themselves with and comply with statutory and Flinders Shire Council Work Health and Safety (WH&S) requirements, including the WH&S Management System, and WH&S Policies, Procedures and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person in control of the business or undertaking (PCBU) to allow the person to comply with the *Work Health and Safety Act 2011* (e.g. wearing of Personal Protective Equipment as instructed).
- Cooperate with any reasonable Policy or Procedure of the PCBU relating to health or safety at the workplace that has been notified to workers (e.g. reporting of incidents).
- Participate in the consultation and communication processes as prescribed in the *Consultation, Cooperation and Coordination Code of Practice 2021*.

Other Requirements

- This position operates from Council's Administration Office in Hughenden. However, there may be a requirement to travel within the Local Government Area and work outside of standard business hours to meet the requirements of the role.
- Travel (including outside of normal hours) to attend training may be required
- The incumbent must be:
 - prepared to work flexible hours to meet the requirements of the position
 - willing to obtain a 'Suitability Card' to enable the incumbent to work with or supervise people less than eighteen (18) years of age if required
 - medically fit and physically capable to meet requirements of the position
 - Prepared, if required, to undertake a medical assessment by Council's medical practitioner
 - Prepared, if required, for Council to undertake a Criminal History Check

ORGANISATIONAL RELATIONSHIPS AND DELEGATIONS

Internal: Corporate and Financial Services Team and other portfolios across Council

External: General public, government departments, and community groups

Delegations: The Reception Officer works under regular direction, has the skills to manage time and organisational priorities. This position has delegated decision making and purchasing authority in accordance with Council's Delegation Register and Procurement Policy.

POSITION DESCRIPTION AUTHORISATION

Position Descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Flinders Shire Council may be developed or restructured.

Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Approved: Melanie Wicks, Director Corporate and Financial Services

Signature: _____ **Date:**/...../.....

ACKNOWLEDGEMENT

I accept the above Position Description and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements.

Employee Name: _____

Signature: _____ **Date:**/...../.....