

SPECIALIST SUPPORT OFFICER
Reference No. 2025.019

THE POSITION: The Specialist Support Officer collaborates with the business unit, providing administrative, clerical and/or operational support to facilitate the delivery of business services.

This position will be based in Asset Management, primarily supporting the administrative tasks and customer relations that support the function of asset management, as well as other general administrative duties.

In supporting the Asset Management Division, you will:

- Provide administrative and systems and/or support services, including grant administration, for the business unit to facilitate achievement of objectives and smooth functioning of operations.
- Enter, monitor and update the Customer Request Management system.
- Monitor, review, action and respond to enquiries and requests in key Objective files.
- Receive, forward and monitor progress on all internal referrals for Asset Management, being the contact for Council's internal customers.
- Triage all Asset Management related customer enquiries, deescalating challenging calls.

ESSENTIAL:

- Experience in working with systems and processes
- Analytical and problem solving
- Interpersonal skills and experience
- Ability to apply initiative and problem solve
- Skills and experience in administration
- Communication
- Skills and experience working within a customer service environment.

SALARY & EMPLOYMENT CONDITIONS:

- Permanent position, 35 hours per week
- This position is a Grade 2, salary range is \$62,201 p.a. with progression to \$72,862 p.a. on demonstrated competencies with 11.5% Superannuation.
- Flexible working hours are available.

FURTHER CONTACTS: Enquiries regarding the position should be directed to Desma Ryan on 9725 0258.

CLOSING DATE: Monday 10 March 2025

HOW TO APPLY: Applications must address the knowledge, skills, qualifications and experience required in the Position Description. A position description is available from the contact person listed above, or from Council's Website. To apply online visit Council's website www.fairfieldcity.nsw.gov.au/fccjobs. Applications should be addressed to the undersigned and received by the closing date. Applicants must be prepared to undergo a medical examination at Council's expense.

Fairfield City Council is a smoke-free workplace and is an EEO employer. As an inclusive workplace, we support reasonable workplace adjustment. If you do require an adjustment during the recruitment process, please notify us on your application form.

Applicants must have the right to work in Australia, and may be required to undertake a national police clearance as part of the recruitment process.

We kindly ask for no recruiters at this stage.

**PO BOX 21
FAIRFIELD NSW 1860**

**BRADLEY CUTTS
GENERAL MANAGER**