

Position Description



Job Details

Job Title: Business Support Officer - Trainee
Reports to: Coordinator Business Development and Support
Group: City and Community Services
Position Number: CL0315
Grade: Trainee Award Rate
Date: September 2020
Objective Doc Ref:

Position Purpose/Job Summary

The position provides customer service and administrative support within a department and/or branch to facilitate the delivery of business objectives.

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

- Ability to apply initiative and problem solve on issues encountered in day-to-day activities
- Interpersonal and communication skills including oral, written and verbal skills, for exchange of information with a diverse range of internal and external stakeholders
- The ability to work unsupervised, handling competing priorities to adapt to fluctuating workloads and changing priorities

Desirable

- Skills and experience in administration
- Experience working within a customer service environment with the ability to achieve customer satisfaction
- Organisation, project and time management skills
- Experience in all MS Office applications (Excel, Word, PowerPoint), including email and internet as well as databases
- Community language other than English

Key Accountabilities – Position Specific

1. Provide administrative and/or support services for the business unit /service delivery area to contribute to the achievement of business objectives and smooth functioning of operations
2. Provide customer service, fielding and responding to enquiries and requests from customers, identifying their needs and addressing or referring promptly to implement an appropriate course of action and provide solutions
3. Assist in the review of local work practices including reviewing documents to contribute to

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quality customer service and achievement of business objectives, when necessary
4. Provide specific and targeted customer and support services such as reception and front office functions, record keeping, bookings, undertake finance related administration activities, correspondence and statistics collation and reporting to meet specific stakeholder, user, customer or project requirements and objectives
5. Provide specific and targeted support services where required such as data entry, telephone/arrival reception, manage and maintain administration systems, processing internal financial transactions, stock ordering, checking and verification of trust refunds, equipment and facilities administration, to meet specific stakeholder, customer or project requirements and objectives

Key Accountabilities – Core
1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships
Direct: Nil
No. of Indirect: Nil

Key Relationships	
1 Internal	
Communicating with	Nature of Communication
Staff within the Business Unit and/or Branch	Daily and on a face to face basis to provide and exchange information, provide advice and respond to requests for administrative support; clarify work requests and resolve customer enquiries
Staff within the organisation	When required for direction and guidance and for allocation of tasks and duties and to provide data and information on request

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Key Relationships

2 External

Communicating with

Nature of Communication

Customers, residents, Government bodies, external stakeholders and suppliers and consultants

To build and maintain relationships; to answer and resolve requests and enquiries; and exchange information, ordering supplies and to clarify requests or information

Position Dimensions

See relevant position delegation.

Decision making Authority & Accountability

- The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
- The position works to specific instructions or standard work procedures. However, the role may make minor changes to work schedules or sequences
- The position must comply with relevant codes of practice, policies and standards relevant to area of service delivery
- The position operates independently on a day to day basis in determining the priority of work to best meet customer needs
- The position is accountable for accuracy of data entered into relevant information systems and for the quality and accuracy of information provided to customers
- The position refers matters that are beyond the scope of standard procedures and guidelines to a senior officer or manager for resolution

Problem Solving

- The position operates in an environment governed by established procedures, specific guidelines and standard instructions
- The role requires regular supervision and specific instructions and resolves problems by following defined procedures.

Competencies

Performance in this role will be assessed on 6 core competencies that apply consistently to all jobs within Council. Each year performance criteria including 6 relevant job specific competencies (identified in the Job Specific Skills Dictionary) and an Individual Work Plan will be negotiated and established in consultation with your manager.

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Signature		
Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date