

JOB DESCRIPTION

TITLE : ADMINISTRATION OFFICER

LEVEL: 2 MOA

DEPARTMENT/SECTION: REGULATORY SERVICES

POSITION OBJECTIVES

To provide administration support to a team of Regulatory Services Officers; and to provide quality customer service in relation to parking, dog, cat and general by-law enquiries.

KEY RESPONSIBILITIES

Provide a high quality customer service to external and internal customers, primarily over the telephone, by providing accurate legislation and procedural information relevant to parking, dog, cat and general by-law complaints and enquires.

Provide the following administrative functions in respect of parking, dog, cat and general by-laws:

- Daily input of data on to the Council's authority system of parking, dog, cat and general by-law infringements issued within the municipality.
- Daily maintenance on the Council's authority system of parking, dog, cat and general by-law matters.
- Process the Courtesy Letter and Fines Recovery runs from Council's authority system every Tuesday, Thursday and Friday.
- Transfer of parking infringement data to the Motor Vehicle Registry (MVR) using FTP Session every Monday and Friday.
- Generating the monthly dog and cat renewal notices from the Council's authority system, ensuring ownership details are correct.
- Process court cheque payments on to the Council's authority system.
- Daily checking and receipting of Australia Post payments of parking, dog, cat and general by-law infringements ensuring errors are amended.
- Processing Disabled Permit, Loading Zone Permit and Permitted Parking Permit applications and renewals.
- Processing the expiation report daily (writing off of costs after original penalty has been accepted).
- Clerical and administrative work such as typing of letters and licences, creating Customer Action Requests, downloading information from hand-held devices, preparation of hand-held devices for beginning of shift, photocopying, collating, enveloping, collecting and sorting of mail.

Actively participate as a member of the Administration Team by providing administrative support to other members of the team as required. .

Comply with the Work Health and Anti-Discrimination Legislation.

ORGANISATIONAL RELATIONSHIP:

Reports directly to the Team Leader Administration.

SELECTION CRITERIA:

1. Minimum one year experience in a clerical / administrative role in a customer service environment
2. Demonstrated strong customer service values.
3. Demonstrated ability to provide attention to detail and accuracy.
4. Competency in the use of Microsoft Office suite of computer packages including a high standard of typing and keyboard skills, data entry and record management.
5. Good written and verbal communications skills with an ability to maintain a high level of confidentiality
6. Previous experience in working as part of a team

