

POSITION DESCRIPTION

SHIRE OF NUNGARIN POSITION DESCRIPTION CORPORATE SERVICE OFFICER



POSITION IDENTIFICATION

Title:	Corporate Service Officer	Level:	Level 3 + Over Award
Service Unit:	Corporate Services	Award:	Local Government Industry Award 2020 (Cth)
Directorate:	Corporate Services	Date Effective:	15 January 2025
Reporting to:	Manager of Corporate Services	Last Reviewed:	January 2025
Job Status:	Full-time / 80-hour week	RDO:	1 RDO per month

2. POSITION OBJECTIVES

2.1 Objectives of Position

- Provision of first-class administration and customer service to the Shire of Nungarin's ratepayers, customers and staff members.
- Provide financial services such as creditors, debtors and assist with payroll when required.
- Ensure Council's Records system is compliant with relevant legislation and administer and maintain Council's records and information retrieval functions in an accurate and up to date manner.
- Library duties until completion of the library's re-location to the Nungarin Community Resource Centre.

3. REQUIREMENTS OF THE POSITION

3.1 Skills:

- Developed typing and computer skills.
- Developed numeracy skills.
- Developed time management and organisational skills.
- Developed communication skills – both written and verbal.
- Developed public relation skills.

- Ability to work independently and as part of a small team.
- Ability to use initiative and work in a team environment with minimal supervision.
- Sound analytical, research, evaluation and problem-solving skills.
- Able to maintain strict confidentiality.

3.2 Knowledge:

- An understanding of the relevant Local Government Acts and subsidiary requirements in relation to Finance.
- Knowledge of computer systems and software operations, in particular ReadyTech "SynergySoft" and "Altus" (Records) software.
- Developed knowledge of the English language including spelling, grammar and vocabulary.
- Developed knowledge of Microsoft Office Products, especially Word, Excel and Outlook.
- Good knowledge of Local Government practices and procedures.
- Sound knowledge of records procedures.

3.3 Experience:

- At least one year's experience in a Corporate and Finance Administration position within Local Government.
- Experience in record keeping
- Practical experience in local government finance.
- Experience in the use of ReadyTech "SynergySoft" and "Altus" (Records) Local Government software.

3.4 Qualifications and/or Training:

- Recognised office administration qualifications and/or suitable experience in a relevant field.
- Completion of Year 10 Certificate with English, Typing or Computer Studies and Maths
- Hold a "C" class Motor Driver's license.
- Provision of a National Police Clearance not more than three months old will be required to support eligibility for this position.

4. SUMMARY OF KEY DUTIES AND RESPONSIBILITIES

Finance:

Accounts Payable

- Responsible for processing creditor invoices, ensuring compliance with Council's policy and procedures and ensure all remittance advices are issued in a timely manner.
- Liaise with suppliers and internal stakeholders to resolve invoice discrepancies.
- Reconcile monthly creditor statements.
- Ensure creditor invoices comply with internal record management processes for review by Council staff and Council's external auditors.
- Process employee expense reimbursements.
- Maintain employee allowance spreadsheets.

4. SUMMARY OF KEY DUTIES AND RESPONSIBILITIES

- Maintain utilities spreadsheet and advise the Manager of Corporate Services of higher than normal usage.
- Assist with sourcing supplier quotes and follow up when required.
- Maintain creditor records, ensuring details are up to date.
- Attend to creditor queries promptly and professionally, escalating any unknown issues appropriately.

Accounts Receivable

- Raise periodical debtor invoices i.e. rent and utilities and other debtor invoices when required.
- Send out monthly debtor statements and follow up on outstanding accounts.
- Maintain debtor records, ensuring details are up to date.
- Attend to debtor queries promptly and professionally, escalating any unknown issues appropriately.

Records:

- Maintain Council's electronic document and records management system, including the maintenance and management of archive records.
- Ensure filing is done on a daily basis and filing indexes are updated with changes and refer doubtful documents to the Manager of Corporate Services.
- Archive documents in accordance with Council's official Record Keeping Plan. Archive storage to be maintained in a manner that is consistent with the retention and disposal register.
- Maintain appropriate retention and disposal of all records.
- Ensure scanning of all incoming and outgoing documents are done on a daily basis.

Administration:

- Provide timely, accurate and courteous customer service.
- Reception and daily cash receipting, incl. electronic fund transfers, and reconcile transactions on a daily basis.
- Maintain and reconcile petty cash.
- Prepare, record and deliver outgoing mail to the post office daily, and record and distribute mail and emails to relevant staff in accordance with established procedures.
- Maintain the key register on a regular basis including following up of outstanding keys.
- Maintain cleaners' and kitchen stock.
- Support the Manager of Corporates Services during audits and assist with documentation preparation.

Organisational:

- Ensure strict confidentiality is maintained and privacy principles are adhered to regarding the use or disclosure of all information of a confidential, private or personal nature.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Exercise discretion, initiative and seek judgement where practices and directions are not clearly defined.

4. SUMMARY OF KEY DUTIES AND RESPONSIBILITIES

- Maintain an awareness of relevant legislation, standards, guidelines, policies and procedures relevant to area of responsibility and ensure that all work complies with such requirements.
- Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery where relevant to the scope of the position or department.

Undertake further duties as directed by the Manager of Corporate Services.

5. ORGANISATIONAL RELATIONSHIPS

5.1 Responsible for: Nil

5.2 Responsible to: Manager of Corporate Services

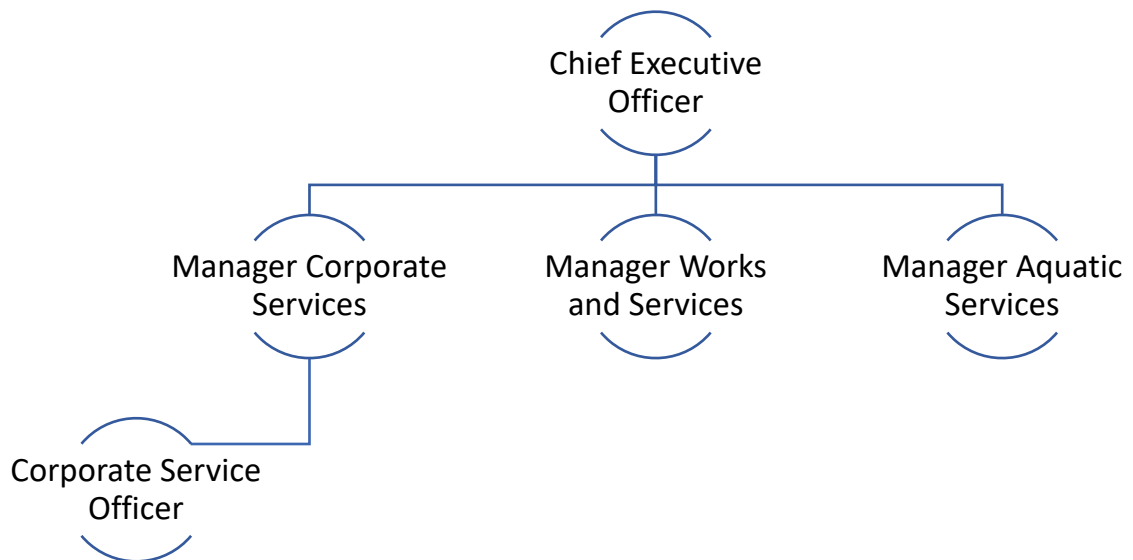
5.3 Internal Relationships:

- All Shire of Nungarin employees, elected members and members of the public.

5.4 External Relationships:

- General public, community and business groups, service and ratepayer organisations, and government agencies.

6. ORGANISATIONAL STRUCTURE



7. POSITION SCOPE

7.1 Work Location: Shire of Nungarin.

7.2 Delegated Authority: Nil.

8. EXTENT OF AUTHORITY

This position operates under the direction of the Manager of Corporate Services and within the parameters of Council's policies and procedures, relevant guidelines and delegated authority, as well as statutory provisions of the *Local Government Act 1995* and other legislation

9. CORPORATE ACCOUNTABILITIES

- All employees are bound by the requirements of the *Local Government Act 1995* to act with integrity, and in a way that shows proper concern for the public interest.
- Comply with Council's Code of Conduct, management directives and approved policies and procedures.
- Avoid participation in any activities that may represent a conflict of interest with Council transactions and your obligations.
- Maintain obligations described within the Shire of Nungarin's Customer Service Charter.
- Comply with all requirements for capturing corporate information and understand that the Local Government is the owner of all intellectual property rights in all documents, materials or other things created or contributed to by the employee (whether alone or with others) in the course of their employment.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Deliver effective use of Shire resources within the level of accountability for this position.

10. OCCUPATIONAL HEALTH AND SAFETY

- Ensure all staff understand and embrace the importance of safety in the workplace, equal opportunity, behaving appropriately and respecting colleagues.
- Comply with the safety policies and procedures as prescribed by the Council and abide by relevant statutory safety requirements at all times.
- Report all accidents, incidents and hazards.
- Conduct risk assessments and complete job safety analysis prior to the commencement of tasks where relevant.
- Eliminate and control hazards in the workplace using the hierarchy of controls.
- Take reasonable care to ensure your safety at work, and that of others, by complying with safety and health instructions, policies and procedures, including the *Work Health and Safety Act 2020*.

11. ANNUAL REVIEW

A formal review of performance will be conducted annually with informal reviews on an ongoing basis.

Performance will be assessed on achievement of a range of mutually agreed factors under the following areas:

- Timely and accurate reporting.

- Compliance with time frames.
- Adherence to Council policies and procedures.
- Feedback from internal and external customers.
- Active participation in planning and recommending possible ways in which allocated tasks can be carried out more effectively and efficiently.
- Demonstrated spirit of cooperation towards other employees.
- Problem solving ability and analytical skills; and
- Ability to plan, organise and prioritise work tasks in an environment of minimal supervision and conflicting priorities.

12. SELECTION CRITERIA

12.1 Essential:	<ol style="list-style-type: none"> 1. Recognised finance/administration qualifications and/or suitable experience in a relevant field. 2. Sound Knowledge of records procedures and associated software. 3. Developed customer service skills. 4. Knowledge of local government finances, accounts payable and accounts receivable. 5. Developed numeracy, analytical and problem-solving skills. 6. Demonstrated ability to work effectively within a team environment and a willingness to apply extra effort to achieve goals and objectives within deadlines. 7. Sound time management and organisational skills, with the ability to forward plan, set priorities and meet deadlines. 8. Well-developed communication, interpersonal, negotiation and customer service skills. 9. Willingness to learn, take initiative and the ability to adapt to changing circumstances. 10. High level of computer literacy and proficiency. 11. Hold a "C" class Motor Driver's license. 12. The provision of an up-to-date National Police Clearance.
12.2 Desirable:	<ol style="list-style-type: none"> 1. Previous experience in a similar position within Local Government. 2. Basic knowledge of the <i>Local Government Act 1995</i>, particularly regulations and standards relating to finance and administration requirements. 3. Basic experience in the use of Readytech "SynergySoft" and "Altus" (Records) Local Government software.

13. CONDITIONS OF EMPLOYMENT

13.1 Hours of Work

80 hours per fortnight worked with a monthly RDO.

13.2 Overtime

Overtime requires to be pre-approved by the Manager of Corporate Services

13.3 Annual Leave

Four (4) weeks + 17.5% leave loading

13.4 Long Service Leave

In accordance with the Local Government (Long Service Leave) Regulations. Thirteen weeks leave after ten years continuous local government service – pro-rata after seven years on continuous service.

13.5 Probation

A probationary period of three (3) months will apply. At the successful completion of this period your completion of employment contract will be recommended to the Chief Executive Officer.

13.6 Performance Reviews

To be conducted annually

13.7 Driving Requirements

The appointee will be required to hold a current C Class Driver's License.

13.8 Rostered/ Day Off

1 RDO per month

13.9 Pre-placement Medical

Prior to appointment, the successful applicant will be required to undertake a medical examination with a Doctor of their choice at Shire's cost. The appointment to the position is not confirmed until a medical is completed and accepted in accordance with Shire policy.

13.10 Police Clearance

A police clearance will be required to be provided to the Shire. The appointment to the position is not confirmed until the Shire has received the police report and has considered the applicant is suitable to fulfil the position.

13.11 Payment of Salary

Will be made fortnightly in arrears by direct debit deposit into an account nominated by the employee to a bank or financial institution by electronic funds transfer.

13.12 Superannuation

The Shire will make compulsory superannuation contributions in accordance Superannuation Guarantee Legislation.

Salary sacrificing of superannuation is available.

13.13 Conferences/ Training

Training and development will be considered against the recommendation of the Manager of Corporate Services.

13.14 Uniform / Clothing Allowance

Council will provide clothing allowance for the purchase of corporate wear.

14. PHYSICAL DEMANDS CRITERIA

Standing:	Standing is required to perform the duties associated with this position.
Sitting:	Prolonged sitting is required to perform the duties required for this position.
Walking:	Regular general walking throughout the environs of the Shire of Nungarin, over many variables of underfoot conditions, e.g. These conditions may present potential trip, slip and fall hazards.
Bending or Stooping:	Limited bending or stooping is required to perform the duties associated with this position.
Lifting:	Lifting of small and medium items is required to perform the duties associated with this position.
Pushing:	Limited pushing ability.
Arm and Hand Movement:	Must have sufficient dexterity of both hands and arm movements to enable use of a wide range of work-related items.
Reaching:	Reaching is required during normal work duties.
Neck Flexion and Rotation:	Regular spinal rotation is utilised during daily duties.
Handling/Dexterity:	Must have good dexterity in the operation of a range of office equipment, and the need to drive a vehicle.
Eyesight:	Good peripheral vision and good hand eye coordination is essential. All other functions require a general standard of vision e.g. reading.
Hearing:	A good level of hearing capability is required.
Psychological Factor:	An ability to work with autonomy, likewise to be part of a Team. Be able to maintain excellent observation and concentration skills. Good coping skills are important in the interaction with members of the public.
Literacy Skills:	Must have excellent reading, numeracy, analytical and comprehension skills, along with good verbal and writing communication skills especially when dealing with a diverse clientele.

15. AREAS OF POTENTIAL HAZARD AND RISK

- Personal Injury
- Public Safety

14. POSITION & INCUMBENT DETAILS

Note: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position. The original of all updated PD's must be placed on personnel files.

Present Incumbent:

Date Appointed:

Chief Executive Officer:

15. STAFF INDUCTION RECORDS

INDUCTION	INCUMBENT	MANAGER	DATE
Workplace duties and responsibilities			
Workplace safety induction			
Workplace emergency evacuation induction			