

POSITION TITLE	Infrastructure Services Support Officer
DEPARTMENT	Infrastructure Services
GROUP	Infrastructure Services Executive
LOCATION	Mareeba
CLASSIFICATION / LEVEL	LGOA Level 2
REPORTS TO	Infrastructure Services Executive Support Officer

Department Summary

The Infrastructure Services Department is responsible for the planning and delivery of Council's capital works and major operational works programs.

Department business units include:

- Works
- Technical Services
- Water & Waste
- Assets & Projects

Position Summary

The Infrastructure Services Support Officer is primarily responsible for providing quality administrative services to staff within Council's Infrastructure Services Department.

Key Responsibilities

- Contribute to the efficient operation of the Infrastructure Services department of Council by effectively implementing the department's processes and systems
- Provide assistance to the Director Infrastructure Services in the absence of the Infrastructure Services Executive Support Officer and other administrative support officers within the department and promote a culture of continuous improvement within the team
- Undertake a range of activities requiring the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of the work within the established procedures and/or guidelines
- Attend promptly to customer requests within the terms of Council policies and, as a result, promote and maintain a positive organisational image and good community relationships
- Other reasonable duties as directed from time to time

Skills and Knowledge

- Outstanding customer service and telephonist skills
- Well-developed organisational skills with ability to self-manage priorities, meet deadlines and exercise initiative
- Sound keyboard skills with an ability to type in excess of 60 wpm with minimal errors
- Knowledge or the ability to rapidly acquire knowledge in relation to local government administrative and legislative requirements

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Experience in Microsoft Word, Outlook and Excel and knowledge of records management software systems such as ECM, CRM and CIA

Desirable

- Experience with administrative processes within local government, in particular an Infrastructure and Maintenance Services environment
- Knowledge of statutory obligations and regulations that apply to local government

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with the Council Safety Management System – SAFE PLAN and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

SCHEDULE S3

WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, Council's WHS Management System – (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring they keep up to date and comply with WHS legislation and Council's WH&S Management System – SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs).
2. Performing all work and associated functions in a safe manner.
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers.
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council.
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and / or to report hazards and risks in accordance with WHS procedures.
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council's property generally.
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested.
8. Attending relevant toolbox, team talks or specific training organised by Council.
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area.
10. Working in a manner that will not endanger you, other employees or the public.
11. Cooperate with any reasonable instruction given by Council officer.
12. Report any safety concerns to your supervisor.
13. Ensuring compliance with National Heavy Vehicle legislative requirements relevant to this position.

I have read and understand the above position description and WHS Responsibility Statement S3					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	

Last Review Date: 24 April 2024