

Position Description

Position Title

Administration Officer

Location

Grey District Council, 105 Tainui Street

Contract Type

Permanent Full Time

Date

01/05/2023 (internal review June 2024)

How we make a difference (Our Values)



Be the Customer



Think excellence



Do the right thing



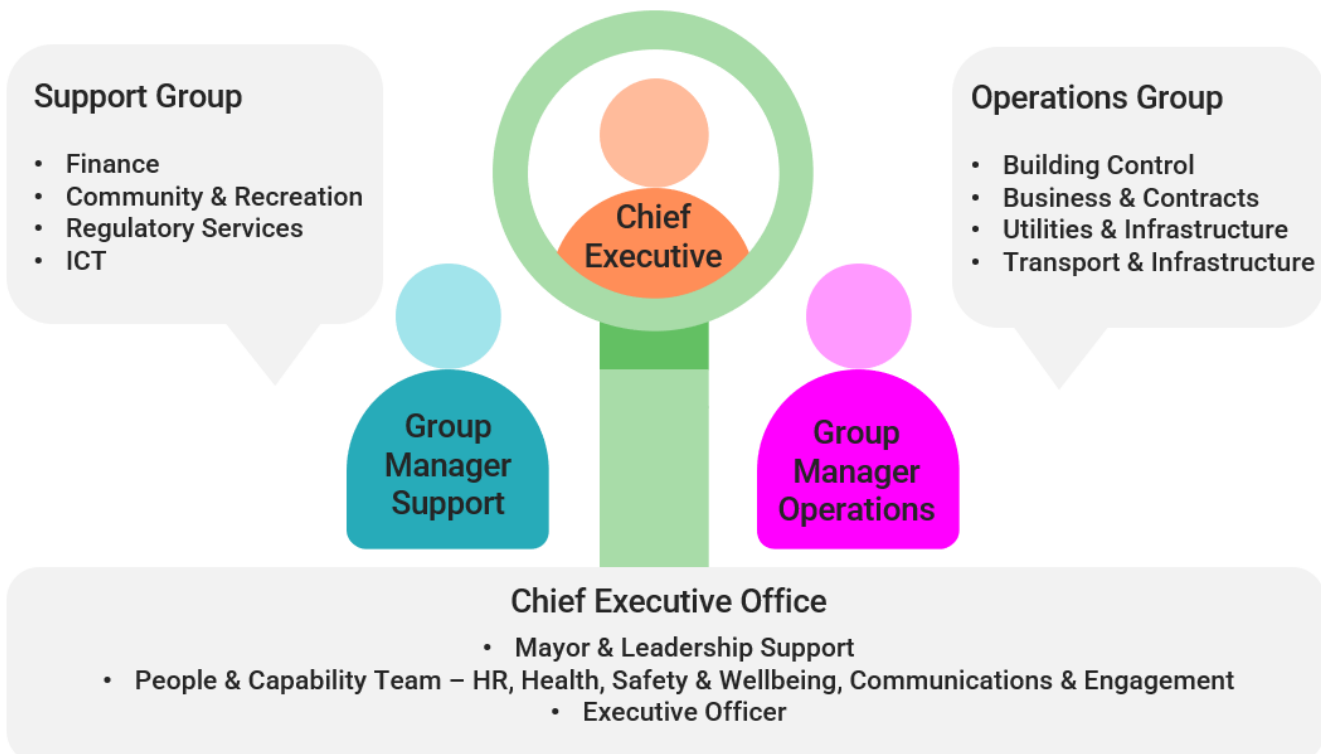
Be Integrity



Lead, together

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Grey District Council Services



Position Details

Purpose of Position

The primary purpose of this role is to work as part of the support group and to participate fully as a team member of the Customer Services area to achieve the Council's Vision and Mission and in accordance with its Values.

To be familiar with the operation and functions of Council to ensure that prompt responses are able to be provided to Council and its clients in a courteous and efficient manner.

To deliver a high standard of service to both internal and external customers and to seek feedback from the customer to ensure services meet their needs.

The incumbent will be expected to hold a current drivers licence.

Key Relationships

Responsible to

Customer Services Supervisor

Responsible for

N/A

Internal

- Chief Executive
- Executive Leadership Team Members
- Community & Recreation Services Manager
- Customer Services Supervisor
- All Council Staff

External

- Members of the public
- External customers and stakeholders
- Local authorities

Limitations on Authority

This position has no staff or financial responsibilities. However, the Council may from time-to-time delegate to the officer specified powers and duties which must be exercised with due care and diligence.

Key Result Areas

KPI (area of responsibility)

Measure (successful when)

General Office/ Administration Duties

- First point of call for all incoming main phone calls
- Administer and allocate Council's leased car parks
- Answering queries, responding to requests and other customer service duties.
- Administer accommodation and travel bookings for staff.
- Administer booking calendars.
- General support duties for Council.
- Play an active part in ensuring the office operates in an efficient manner by sharing workloads.
- Co-ordination of annual employee Flu vaccinations.
- Receive and process payments from customers.
- Balance daily takings and preparation for banking.
- Administration of all retirement housing applications etc.
- Administering of LIMS application requests.
- Prepare and capture receipts for services rendered, bill payments, rates, infringements and other receiving and processing of payments from customers in terms of our fees schedule.
- General assistance is provided to the Business Support Group and the job holder carries out other duties efficiently and effectively which may be assigned from time to time.

- Monitoring of voicemail systems.
- Daily incoming mail is processed efficiently and effectively.
- Current database of leased carparks maintained, invoices processed, and good customer service provided.
- Council is able to accurately report on the required levels of service.
- Accurate directory of clubs and organisations in the Grey District is maintained.
- Accurate processing of all requests to book Council facilities, Council Chambers, meeting room, Dixon park equipment, retirement housing applications etc.
- Administering of LIMS application requests.
- Maintenance of a current staff phone list
- Staff travel & accommodation is arranged as required in an efficient and timely manner for personnel travelling for business and training purposes.
- Telephone callers and visitors are received courteously, screened and promptly directed to the appropriate person.
- All messages are recorded accurately.
- Responses to enquiries are accurate and timely.
- Complaints are dealt with promptly.
- All counter enquiries from customers.
- All receipts for services rendered, are accurately recorded in end of day reconciliation.
- Ensure staff annual flu shots are booked and completed when required.

KPI (area of responsibility)

Measure (successful when)

Maintaining Council's Customer Request Management system (CRM)

- Administer Council's CRM system to ensure it operates in a manner so that all external and internal requests accurately record the relevant issues.

- Council is able to accurately report on the required levels of service.

Stationery

- Order Council supplies and consumables.

- Order/keep stock of office consumable items for Council in an efficient manner, including:
 - Tea/coffee/sugar etc
 - Xerox printing toner cartridges
 - All stationery items
- A consistent supply of paper and Council Letterhead is maintained.

Person Specification

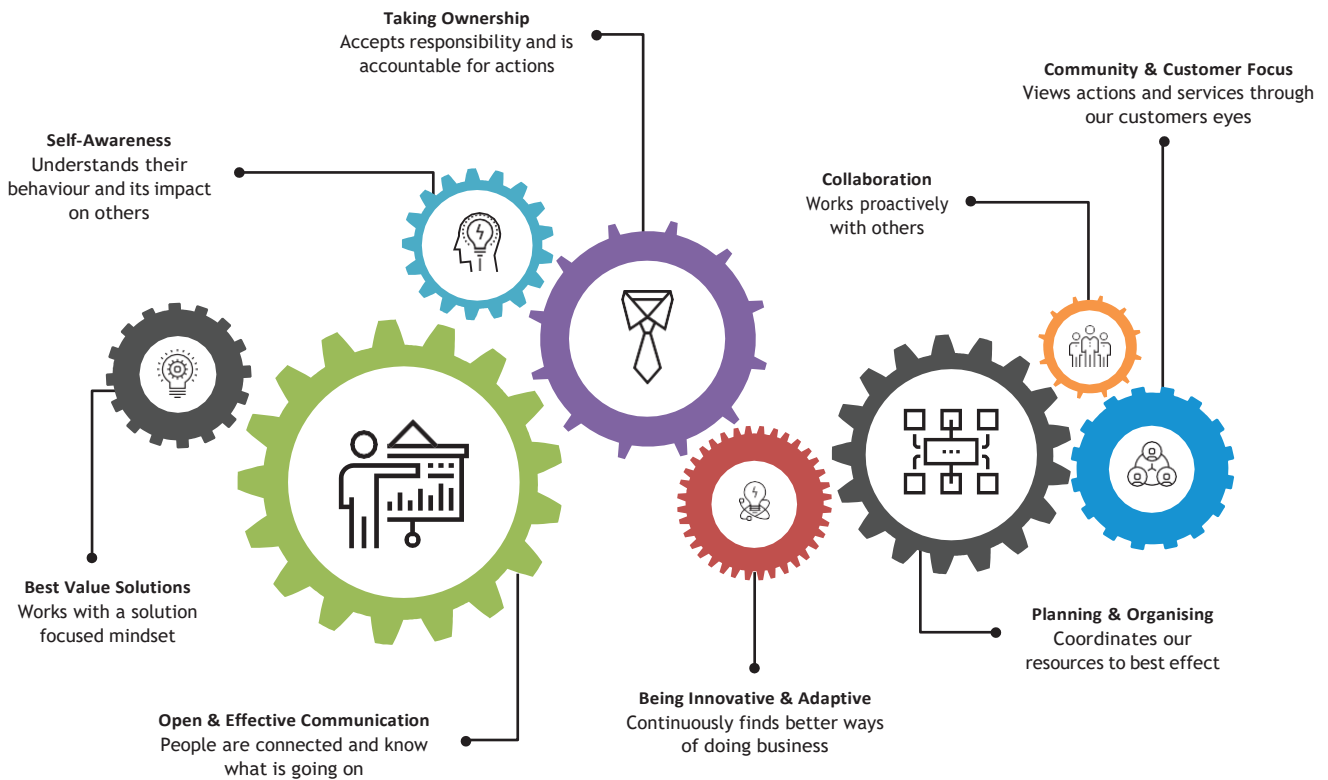
Qualifications and Experience

- Minimum NCEA Level 2 achievement
- A high standard of interpersonal, written, and oral communication and presentation skills
- Good communicator
- Experience with Microsoft Office suite

Personal Attributes

- Is efficient and well organised with strong time management ability.
- Behaves in a co-operative and supportive manner within a team by actively contributing and remaining flexible to the needs of others.
- Builds constructive relationships internally and externally.
- Ability to effectively plan, organise and co-ordinate to ensure that goals are achieved.
- Proven ability to work and deliver under pressure when required.
- A proven ability to apply a high level of discretion in dealing with sensitive issues and managing confidential personal information.
- Common sense and sound, practical judgment

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace the Council’s values and continuously seek self-improvement regarding our Core Competencies.
- ✓ Take reasonable care for the health and safety of yourself and others at GDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council’s corporate business and information systems according to information management policies and procedures.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in Disaster Recovery and Business Continuity Planning.
- ✓ Perform other duties as required to support your team, group, and Council as a whole.

Position Description Approval

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

**Position Description Approved
By Group Manager**

Date

**Position Description Accepted
By Position Holder**

Date