



Position Description – Operations Support Administrator

Division	City Operations
Portfolio	City Utilities
Business Unit	Operations Support
Level	3
Reports To	Team Leader Operations Support
Prescribed Position	No

Position Objective

As a member of the Operations Support team, the role delivers effective administrative support to the City Operations division, including providing an exceptional customer experience that is proactive, caring, and exceeds expectations.

Key Responsibilities

- Undertake the City Operations invoice and purchase order processing in line with relevant policies and procedures, including undertaking proactive follow up support.
- Ensure the timely and accurate entry of job costing timesheets and complete all required reporting to meet specified timeframes.
- Contribute to the City Operations customer request and work order generation process and ensure tasks are correctly allocated in accordance with identified timeframes.
- Undertake security administrative processes, including the onboarding of new staff and the timely resolution of security-related requests.
- Coordinate relevant City Operations meetings including the preparation of agendas and the effective recording of minutes.
- Ensure the Beverley Centre stationery ordering is completed in a timely manner in accordance with budget provisions
- Provide proactive support to the City Operations Division by assisting with the efficient operation of administrative processes and services.
- Undertake other tasks and project work as directed.
- Respond professionally and positively to all requests for support with a focus on delivering an exceptional customer experience including telephone calls, face to face and written enquiries.

- Treat all customers, both internal and external, with courtesy, empathy, understanding and equity.
- Assist to identify opportunities to continuously enhance the customer experience and daily operation of the Operations Support Team and City Operations.
- Build and maintain positive working relationships with colleagues and employees across City Operations.
- Support the general care and responsibility of notices and paper-based communications within the Beverley Centre building, Nursery and Beverley Waste and Recycling Centre.
- Support recruitment activities, including contributing to the effective induction, training, and onboarding of new staff within the Operations Support Team and City Operations.
- Provide administrative back up support to the daily operations of the Beverley Store and Nursery including maintaining accurate records, work order creation, and responding to enquiries.
- Contribute to the development and operations of a cohesive, supportive, efficient and effective Operations Support team with a strong focus on continuous improvement and our customers.
- Actively contribute to achieving the Portfolio Plan goals in line with the Organisational and Community Plan.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Excellent data entry skills with a high level of attention to detail.
- Demonstrated written, interpersonal and verbal communication skills including active listening, displaying empathy and understanding.
- A strong customer service focus and sound knowledge and application of customer service principles including responding to enquiries, requests for information and complaints.

- Ability to work well in a team environment including supporting team members with prioritisation and achieving team goals.
- Demonstrated experience and competence in the use of programs and digital technologies including the suite of Microsoft Office software.
- A professional approach to work matters including a proven ability to maintain privacy and confidentiality

Knowledge

- Demonstrated understanding and enthusiasm for the direction of the City of Charles Sturt and the organisation.
- Understanding of an operations-based work environment.

Experience

- Knowledge of areas within Council business to ensure that relevant tasks or enquiries can be directed to the right business unit.
- Demonstrated experience in managing competing priorities, meeting timeframes and working to deadlines.

Qualifications & Requirements

Car Licence	Essential
Accredited customer service training	Desirable
Forklift high risk license	Desirable