



BUSINESS SUPPORT OFFICER

POSITION TITLE:	Business Support Officer
POSITION NUMBER:	3002
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	Level - 4 Provisions of appointment pay level and progression are to be in accordance with the applicable award.
REPORTS TO:	Director Infrastructure & Environment
DEPARTMENT:	Infrastructure & Environment
LAST REVIEWED:	September, 2026

ABOUT US

Our communities are famous throughout Australia for being the friendliest in North West Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong, and the local government administration works collaboratively with us to achieve our aspirations.

Our Commitment

We inspire people to
create a better future.

Our Vision

Whether you live here or visit, you will
see how much we value our natural
beauty, how connected our communities
are, and how balanced growth makes
this the best place in the world.

We Value



Honesty



Integrity



Accountability

OBJECTIVE OF THIS ROLE

This position is to assist Director Infrastructure & Environment by providing confidential, efficient and professional administrative assistance in the planning, coordination and management of activities within the Infrastructure and Environmental Directorate.

REPORTING LINES

This position reports direct to the Director of Infrastructure & Environment

This position works closely with other Managers.



POSITION DESCRIPTION

Business Support Officer

KEY RESPONSIBILITIES IN THIS ROLE

The following outlines the key responsibilities of the position, but is not all encompassing:

- Completion of day-to-day work as directed including word processing, file movement and prompt, professional and accurate typing of correspondence on behalf of the Director;
- Ensure the Director is properly briefed with all relevant information prior to attending meetings or addressing complaints and requests;
- Scheduling of daily activities and appointments, including setting up for meetings;
- Screen telephone calls to Director and assist or redirect callers to relevant officers as necessary;
- Collate and review reports, correspondence and internal/external requests and work with appropriate staff to ensure the Director's commitments and responses to complaints or responsibilities of the Directorate is done in a timely manner;
- Maintain own compliance with required tasks utilising whatever resources are available under the direction of the Director and within established and permitted guidelines;
- Ensure that representations to the Director on operational matters are investigated and followed up by appropriate officers wherever possible without necessitating the direct involvement of the Director;
- Maintain a high level of confidentiality in relation to Council business, particularly when of a 'sensitive' or 'volatile' nature;
- Ability to work independently or as an effective team member in a high performing environment;
- Provide general office administrative assistance within Council as required;
- Other duties within the scope of the position, employee skills and abilities as directed.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

- Excellent customer service skills with the ability to provide accurate timely advice in a helpful and supportive manner to both internal and external stakeholders;
- Excellent time management skills including the ability to set project priorities and establish activity/project outcomes to achieve set and agreed departmental goals;
- Possess a high level of interpersonal, written and verbal communication and conflict resolution skills to the extent required to communicate with persons with varying levels of education and understanding;
- Possess a high level of confidentiality, tact and discretion when dealing with employees, clients, elected members and sensitive correspondence;
- Practical working knowledge of computer systems, particularly Windows based software and computerised financial management systems;
- Possess demonstrated ability to work both autonomously and in a team environment;
- Demonstrated well developed analytical and problem-solving skills;
- Demonstrated understanding of Record Keeping practises;
- Sound understanding of Workplace Health & Safety practices;
- Experience in a similar role in a Local Government setting

KEY SELECTION CRITERIA

- Demonstrated experience in similar role in a local government environment
- High level computer skills in Microsoft suite
- Demonstrated experience in office environment requiring confidentiality in high sensitivity operations
- Demonstrated experience in dealing with customers and internal stakeholders in a administrative type of environment



POSITION DESCRIPTION

Business Support Officer

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

- Possession of a current 30215 Queensland General Safety Induction card or willingness to obtain is essential.
- Current QLD Driver's Licence is essential
- Certificate III Business Administration and or equivalent; desirable

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Required to set outcomes within defined constraints.
- Provides specialist, technical or professional advice.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance is usually available.

WORKPLACE HEALTH & SAFETY OBLIGATIONS

All Cloncurry Shire Council Officers have an obligation to uphold workplace health and safety due diligence when working for the Council, Under Section 27 of the *Work Health and Safety Act 2011* ("Act")

To ensure that the person conducting the business or undertaking:

1. to acquire and keep up-to-date knowledge of work health and safety matters
2. to gain an understanding of the nature of the operations and generally of the hazards and risks associated with those operations
3. has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking
4. has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information
5. has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above.

Please sign below if you have read, understood, and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date