



## CITY OF ALBANY POSITION DESCRIPTION ADMINISTRATION OFFICER - EMERGENCY SERVICES

### 1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance. We will commit to a culture of continuous improvement.
- **Accountable:** for our actions - This means we will be transparent in our decision making. We will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

### 2. POSITION IDENTIFICATION

<b>TITLE:</b> Emergency Services - Administration	<pre>graph TD; A[Manager Public Health and Safety] --&gt; B[Community Emergency Services Manager]; B --&gt; C[Emergency Services - Administration];</pre>
<b>LEVEL:</b> Level 4, City of Albany Industrial Agreement 2023	
<b>DIRECTORATE:</b> Corporate and Commercial Services	
<b>REPORTS TO:</b> Community Emergency Services Manager <b>RESPONSIBLE FOR:</b> Nil	

### 3. POSITION OBJECTIVE

This role is responsible for:

- Delivering high-quality front-line customer service to Emergency Services stakeholders.
- Providing efficient administrative support to the Emergency Services team.
- Maintaining accurate data and financial records.
- Communicating Emergency Services policies, procedures, and relevant legislation to internal and external stakeholders.
- Assisting in project administration and grant applications.

#### **4. KEY RESPONSIBILITIES**

##### **Customer Service & Administration**

- Deliver professional customer service in line with City of Albany policies, procedures, and relevant legislation.
- Maintain administrative records for the Emergency Services Team.
- Manage Emergency Services web pages, policies, and procedures.
- Support the City's Incident Management Team and/or Incident Support Group during emergencies.
- Provide administrative support, including preparing reports, maintaining records, distributing correspondence, and managing brigade wish lists.
- Coordinate appointments, meetings, events, workshops, training, and official functions.
- Identify and implement improvements to work practices, processes, and systems.
- Develop materials for department projects and conduct research as directed.
- Provide administrative assistance to the Incident Management Team and Northeast Sector, including minute-taking, document preparation, and database maintenance.
- Maintain adequate stocks of consumables and resources, such as PPE and incident response materials, ensuring timely reordering.

##### **Project Support**

- Assist in project tasks as directed by the Emergency Services team and Manager of Public Health and Safety.
- Support the delivery of grant-funded projects by tracking costs, timelines, materials, equipment, and labour, and preparing financial reports.
- Collaborate with brigades to establish and support community engagement activities and programs.

##### **Financial Management**

- Assist with the development, maintenance, and review of budgets and financial reports for the Emergency Services Department.
- Identify and support grant opportunities to enhance service delivery.
- Administer Bushfire Brigade grants, draft applications, and prepare correspondence.
- Prepare grant acquittals (e.g., LGGS, AWARE, NDDR, FRRR).
- Process purchase orders and certify accounts in line with financial practices.

##### **Interpersonal Skills**

- Demonstrate and promote the City of Albany's values within the team.
- Provide support to other administration officers within the Corporate Services directorate as directed.

##### **Work Health and Safety**

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with OH&S Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

## 5. REQUIREMENTS OF THE ROLE

### Skills

- Strong interpersonal skills with the ability to build effective relationships.
- Excellent customer service skills and a commitment to service excellence.
- Well-developed verbal and written communication skills.
- Strong time management and organisational skills.
- Proficiency in computer applications.
- Ability to work collaboratively within a team.
- Competent understanding of financial concepts.

### Knowledge

- Understanding of the role and function of the Emergency Services team
- Understanding of and experience working with volunteer groups or organisations
- Basic knowledge of legislation relevant to Emergency Services relating to Fire.

### Experience & Qualifications

- Experience in customer service involving a high level of exposure to the general public.
- Minimum Certificate III in Administration or 3 years administration experience.
- Understanding of financial concepts and practices.
- Experience in grant preparation and acquittals (desirable).
- Experience in project support (desirable).
- Training in bushfire mitigation (desirable).
- C Class Driver's License.
- MR License (desirable).
- National Police Clearance.

## 6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: \_\_\_\_\_  
(Please print)

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

WITNESS NAME: \_\_\_\_\_  
(Manager or above) (Please print)

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_