



CITY OF ALBANY POSITION DESCRIPTION ADMINISTRATION OFFICER - ALAC

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 can't be all thing to all people.

2. POSITION IDENTIFICATION

TITLE: Administration Officer - ALAC	Business Coordinator ↓ Customer Service Supervisor ↓ Administration Officer - ALAC
LEVEL: Level 4, City of Albany Industrial Agreement 2023.	
DIRECTORATE: Community Services	
REPORTS TO: Customer Service Supervisor RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

This position is responsible for working in a support role within the City of Albany to:

- Provide administrative support to the Recreation Services Team.
- Support and complement the Customer Service Team with front of house service delivery.

4. KEY RESPONSIBILITIES

Administration

- Provide confidential and professional administrative support to the Recreation Services team.
- Provide administrative support for bookings agreements for seasonal, regular and casual bookings of facilities and reserves.
- Utilise specialised knowledge of Recreation Services Facilities to provide advice and support to user groups and community.
- Develop, implement, and advise other staff of internal policies and procedures.
- Coordination of City of Albany Community Leadership Grants Program.
- Coordinate State Government initiatives and programs administered by the City of Albany including Kidsport.
- Prepare monthly budget reports for Recreation Services business units and distribute to supervisors and coordinators.
- Support the coordination of events coordinated by the city or other stakeholders.
- Provide administrative support to ALAC Membership Inquiries including; membership sales, undertake membership facility orientations and inductions.
- Provide administrative support to Swim School including the administration of enrolments.
- Manage the ALAC website and social media administration.
- Coordinate customer service requests, incident reports, feedback and ensure timely responses.
- Support various internal working groups by preparing agendas, taking minutes as required.
- Undertake other relevant tasks as required, including administrative tasks as appropriate to the role.

Project Support

- Assist in project tasks as directed by the Recreation Services Team.
- Develop and implement customer service surveys, report findings and develop and implement performance improvement strategies.
- Coordinate projects related to customer service including managing budget and procurement.

General

- Understand and comply with all procedures / processes relating to ALAC.
- Support Customer Service Officers with point of sale and general enquiries.

Interpersonal Skills/Customer Service

- Be aware of all of ALAC operations to enable effective delivery of service by - distribution of relevant literature, answering general enquiries and providing effective backup to the Recreation Services Team.
- Submit customer service requests using the corporate information system.
- Strive for continuous improvement in the workplace and excellence in customer service.

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 are 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 WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards.
- Report any workplace injury, illness or near misses.

5. REQUIREMENTS OF THE JOB

Skills

- Well-developed written and verbal communication skills
- Well-developed time management and organisation skills.
- Strong customer service focus and commitment.
- Ability to participate in, embrace, promote and implement quality improvement and best practice activities.
- Sound computer skills with developed knowledge of the Microsoft Office suite (especially Word, Excel and Outlook).

Knowledge

- Knowledge of City's organisational structure, services and functions.
- Knowledge of City's procedures, policies and activities.
- Knowledge of operation of City's corporate information system.
- Knowledge of a multi-functional organisation.
- Developing knowledge of local area and issues.

Experience and Qualifications

- Minimum 3 years' experience in an administrative role.
- 'C' Class Driver's Licence.
- National Police Clearance.
- Relevant First Aid qualifications.
- Working with Children check.

5. 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: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____