



CITY OF ALBANY

POSITION DESCRIPTION

PROJECT SUPPORT OFFICER - ENGINEERING

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.
- **Accountable:** for our actions - This means 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. We will commit to a culture of continuous improvement.
- **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 transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Project Support Officer – Engineering	<pre>graph TD; ED["Executive Director Infrastructure, Development & Environment"] --> M["Manager - Engineering"]; M --> SPA["Senior Project Administrator"]; SPA --> PSEO["Project Support Officer - Engineering"]</pre>
LEVEL: Level 3, City of Albany Industrial Agreement 2023	
DIRECTORATE: Infrastructure, Development and Environment	
REPORTS TO: Senior Project Administrator RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

This position is a key role within the City of Albany responsible for general and specialised project and administrative support to the Engineering Team.

4. KEY RESPONSIBILITIES

Administration

- Provide a professional and courteous service to internal and external customers, including a high level of courtesy towards the public.
- Provide reception services for the Mercer Road Administration Office.
- Provide general administration support to Engineering Team including word processing, spreadsheet, record keeping and maintaining electronic and hard copy filing systems.
- Answer calls and liaise with stakeholders on behalf of the Engineering Team
- Collate project information and maintain databases as required.
- Respond to routine enquiries and correspondence, and assist staff as required.
- Provide support to Engineering staff, including the coordination of meetings.

Customer Service

- Assist with the development and maintenance of co-operative relationships with internal and external stakeholders.
- Provide effective response to the City's customer service request records management system.
- Foster, advocate and implement the City of Albany's customer service focus and practices.
- Provide a high level of customer service to internal and external stakeholders at all times.

Financial

- Provide support to Engineering Team members by processing purchase orders, liaising with suppliers and reconciling invoices.
- Assist with the purchase of materials & goods in accordance with Council policy and initiate and verify orders for stock replacement.

Workplace 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. 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 JOB

Skills

- Ability to liaise and communicate at all levels with a commitment to the delivery of high-quality customer service.
- Relates well to others, listens, understands and adapts to different audiences.
- Good general administration skills.
- Well-developed organisation, time management and problem-solving skills with the ability to prioritise competing activities under pressure and to deadlines.
- Identifies, analyses and addresses issues and problems before they significantly impact outcomes.

- Well-developed communication skills, both written and verbal.
- Well-developed teamwork skills.
- Ability to participate in, embrace, promote and implement quality improvement and best practice activities.
- Ability to research and collate data.
- Well-developed computer skills with a knowledge of the Microsoft Office suite (especially Word, Excel and Outlook).
- Competency in the use of traffic management software (desirable).

Knowledge

- Understanding of WHS issues relevant to the position and the skills to lead a culture of safety.
- Good understanding of general administration practices.
- Basic understanding of the principles of project management (desirable).

Experience and Qualifications

- Customer service experience.
- Experience in project administration.
- ‘C’ Class Driver’s Licence.
- 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: _____ SIGNATURE: _____
(Please print)

DATE: _____

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

DATE: _____