

OFFICE & ADMINISTRATION COORDINATOR POSITION DESCRIPTION

Department:	Infrastructure & Major Projects
Unit:	City Services
Section:	-
Reports To:	Manager, City Services
Direct Reports:	Nil
Classification:	South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement General Officer, Level 3
Special Conditions:	Some out-of-hours work and attendance at meetings, as required.

PURPOSE

Reporting to the Manager, City Services, the Office & Administration Coordinator is responsible for coordinating customer enquiries and the day-to-day administrative operations of the Council's Works Depot at 30 Davis Road, Glynde. This role is responsible for maintaining effective communication, information flow and administrative systems that support the Works Depot activities and operational outcomes.

The Office & Administration Coordinator works collaboratively with employees, contractors, suppliers and stakeholders to effectively support the functions of the City Services unit and assist in other areas of the organisation as required.

KEY RESPONSIBILITIES

- Coordinate the day-to-day administrative operations at the Works Depot, ensuring efficient office operations, effective information flow and timely completion of administrative activities.
- Act as the primary point of contact for customer enquiries and administrative matters relating to City Services, coordinating responses, raising service requests and ensuring a high standard of customer service.
- Monitor Customer Request Management (CRM) requests, records, correspondence and administrative workflows, ensuring tasks are accurately recorded and tracked, and escalating to Works Coordinators and the Manager where required.
- Coordinate office operations and undertake administration activities associated with procurement, supplier liaison, inventory administration, depot supplies, records management and operational support requirements.
- Coordinate and undertake financial administration activities for City Services, including purchase orders, invoices, petty cash, general ledger allocations and associated administrative processes in accordance with Council policies and procedures.
- Coordinate meetings, training sessions and operational activities, including scheduling, agenda preparation, minute taking, documentation management and follow-up actions.
- Provide administrative support for Work Health and Safety (WHS), Risk Management and employee training administration and coordination, including maintain training records, inductions, compliance documentation and reporting requirements.
- Prepare, maintain and present administrative records, reports and business information to support operational decision-making, service delivery and compliance obligations.
- Review and improve administrative systems, processes and procedures to enhance efficiency, consistency and service outcomes across the City Services Unit.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Minimum two (2) years' experience in an administration, office coordination, business support or similar role.
- Demonstrated experience coordinating administrative processes, customer enquiries and business support activities.

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- Excellent communication skills (written and verbal).
- Demonstrated ability to prepare correspondence, reports, meeting agendas, minutes and administrative documentation.
- Excellent organisational and time management skills.
- Proficient computer skills using Microsoft 365 (e.g. Outlook, Word, Excel, PowerPoint, Teams).
- Self-motivated and proactive, with ability to work independently.

DESIRABLE CRITERIA

- Certificate in Administration, Business Administration, Frontline Management or Project Management.
- Local or State Government experience.
- Experience using Enterprise Management and/or Electronic Records Management systems, including Civica Authority, Objective ECM, Skytrust or similar platforms.
- Working knowledge of the Local Government Act 1999.

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JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Current drivers licence.
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines, and standards.
- Accurate record keeping in accordance with the State Records Act 1997.
- Complete other duties as required.

WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

All Workers Are responsible for:

- Prioritising safety in the workplace.
- Taking reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.
- Complying with legislation, policies, procedures and participating in WHS training.
- Proactively identifying and reporting hazards, incidents, injuries and property damage, using appropriate reporting systems.
- Using tools and equipment correctly to protect the health and safety of yourself and others.
- Ensuring you are medically and physically fit to undertake the requirements of your position.
- Following reasonable safety instructions.
- Not attending work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

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WHO WE ARE



AGREEMENT

- By accepting this position, you acknowledge and agree to the following:
- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
 - I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
 - I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
 - I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
 - I accept my role in fulfilling the Council's Values and Strategic Goals.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER
Date _____

Insert Name of Incumbent.
OFFICE & ADMINISTRATION COORDINATOR
Date _____