EMPLOYEE POSITION DESCRIPTION

TITLE: ADMINISTRATION OFFICER (CASUAL)

STREAM: GENERAL OFFICERS

LEVEL: 2

SECTION: CORPORATE AND CUSTOMER SERVICE

POSITION: 10039 **REVISED:** NOVEMBER 2026

Position Objectives

The Administration Officer (Casual) provides high-quality administrative and customer service support to assist the efficient operation of Council services and programs. The position contributes to the delivery of responsive and professional services to internal and external customers through the provision of administrative, records management, data entry and general office support activities.

This position supports varying business units as required and contributes to a positive, flexible and customer-focused workplace culture.

Position Specification

Administration Support

- Provide general administrative support across Council departments as required.
- Prepare correspondence, reports, forms, agendas, minutes and other business documents.
- Maintain accurate records in accordance with Council procedures.
- Undertake data entry and maintain information within Council's systems and databases.
- Process invoices, purchase orders and other routine documentation.
- Assist with coordinating meetings, bookings and appointments.
- Provide administrative assistance to support projects, initiatives and events.
- Work collaboratively with employees across Council to achieve team and organisational objectives.

Customer Service

- Provide courteous and professional customer service to internal and external stakeholders.
- Respond to routine enquiries via telephone, email and face-to-face contact.
- Direct enquiries to the appropriate officer or department when required.

Records Management

- Accurately file and maintain records in accordance with legislative and organisational requirements.
- Ensure confidentiality and security of information at all times.

Other duties, within the classification level, as directed.

Requirements of the Position

Skills

- Well-developed administrative and organisational skills.
- Proficient computer skills including Microsoft Office applications.
- Accurate data entry and record-keeping skills.
- Effective written and verbal communication skills.
- Time management and prioritization skills.
- Customer service and problem-solving skills.
- Ability to work independently and as part of a team.

Attributes

- Professional, reliable and adaptable.
- High level of integrity and confidentiality.
- Flexible and willing to support a variety of work areas.
- Attention to detail and commitment to accuracy.
- Initiative and willingness to learn new systems and processes.
- Demonstrates behaviours consistent with the City of Victor Harbor's values of ***Trust, Respect, Accountability, Collaboration*** and ***Innovation***.

Knowledge

- General office administration practices and procedures.
- Customer service principles and practices.
- Records management principles.
- Understanding of confidentiality and privacy obligations.
- Basic understanding of local government operations (desirable).

Training

- Ongoing training and attendance at appropriate external seminars and courses to upgrade qualifications and skills.
- Internal courses and/or seminars and on the job training.
- Participate in staff development and training programs as required.

Experience

- Previous experience in an administrative, clerical. Customer service or office support role.
- Experience in using business software systems and databases.
- Experience working in a local government environment (desirable).

Qualifications

- Certificate III in Business Administration or a related field (desirable).

Special Conditions

- The incumbent of this position may be required to work outside standard hours in special circumstances.

Requirements of the Employee

Work Health Safety Responsibility

Ensure as a matter of self-interest, and as a legal obligation, that nothing is done to make work health and safety provisions less effective.

In particular, each employee must:

- Take reasonable care to protect their own safety at work.
- Not endanger any other person through any act or omission at work.
- Correctly use all equipment provided for work health and safety purposes.
- Obey all instructions issued to protect their own personal work health safety and the health and safety of others.
- Not, by the consumption of alcohol or a drug, be in such a state to endanger their own safety at work or the safety of any other person at work.
- Report all accidents to their supervisor, and report or make such recommendations to their supervisors, as they deem necessary to avoid, eliminate or minimise any hazards of which they are aware regarding working conditions or methods.
- Be aware of the requirements under the Council's Work Health and Safety Policy Guidelines.
- Keep their work area tidy.
- Be encouraged to participate in the election of Health and Safety Representatives.

Organisational Culture

Our organisation is guided by five key values that define our culture and support our mission to deliver exceptional outcomes for our community. By embracing Trust, Respect, Accountability, Collaboration and Innovation, we create a workplace where people thrive, ideas grow and our community benefits. We look for individuals who share this commitment and model these values in all aspects of their work.

Records Management

Employees have a legal obligation to meet the requirements of the State Records Act and to comply with corporate Records Management Policy, Procedures and Standards and to properly use Council's corporate Records Management Systems.

Information Technology

Leveraging technology is vital in delivering the Council's strategic direction, to improve the customer experience, drive efficiency and simplify access to information. Employees have an active role in contributing to the ongoing development of organisational systems.

Customer Service

Employees are committed to providing the highest quality Customer Service both internally and externally and will ensure they comply with the City of Victor Harbor Customer Service Framework.

The Customer Service Framework includes service standards and general information that details the required commitment to customers and the community. This helps to ensure that all reasonable requests and enquiries, including complaints, are responded to in a courteous, timely and fair manner and that Council resources are used efficiently and effectively.

Performance Evaluation

Performance evaluation shall occur in accordance with the Performance and Development Process (PDP) Procedure and will take into account the performance against this position description (PD) and the performance indicators contained in the PD.

Review

This job description is subject to regular review and amendment as required.

Organisational Relationship

Work under broad direction of and responsible to the Team Leader Customer Service and work as a team member of the Corporate and Customer Service Department.

Selection Criteria

Essential criteria:

- Demonstrated experience in providing administrative support within a busy office environment.
- Well-developed customer service and interpersonal skills.
- Demonstrated ability to communicate effectively with a diverse range of stakeholders.
- Experience using the Microsoft Office suite and other business software applications.
- Demonstrated ability to manage competing priorities and meet deadlines.
- High level of accuracy and attention to detail.
- Ability to work both independently and collaboratively within a team environment.
- Commitment to maintaining confidentiality and professionalism.
- Understanding of and commitment to work health and safety responsibilities.
- Ability to consistently demonstrate behaviours that reflect the City of Victor Harbor's organisational culture and values-based expectations.
- Demonstrated commitment to provide high level customer service to ratepayers and the community, meeting the City of Victor Harbor Customer Service Objectives and Charter.

Desirable criteria:

- Certificate III in Business Administration or a related field.
- Experience working within a local government environment.

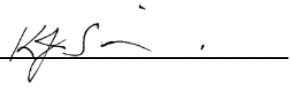
Performance Indicators

Primary Responsibility*	**Target/Indicator***
Administration	Tasks are completed accurately and within required timeframes.
Customer service	Customer enquiries are responded to professionally and efficiently.
Records management	Records are maintained in accordance with Council procedures and legislative requirements.
Time management	Deadlines are consistently met and competing priorities are managed effectively.
Confidentiality	Maintains confidentiality and integrity in all dealings.

***Indicators and responsibilities to be reviewed on a regular basis and are subject to change**

Document Administration

Position Description approved by Director Corporate and Customer Service

Signed

Date 09/11/2026

Current incumbent:

Date appointed to position:

Date position description last reviewed: November 2026

Next review date: September 2027

Copy of Position Description provided to incumbent:

Signed: _____ (incumbent to sign and date)

Date / /