

Position Description

Position Title	Community Amenity Administration Officer
Directorate	Community Strengthening
Department/Business Unit	Community Compliance & Amenity
Team	Community Amenity Administration
Classification	Band 4
Date	September 2025
Reports to:	Team Leader Administration
Supervises:	Nil
Internal Liaison:	Administration Review Officers, Senior Administration Officer, all Community Amenity Staff/Officers, other internal Council Staff.
External Liaison:	State Government Agencies, Victoria Police, Landowners, General Public, Customers – residents, business operators, service agencies

Position Objectives

Your primary purpose in this position is to:

- Provide efficient, accurate and confidential administrative support to the Manager Community Amenity, Program Coordinators, Team Leaders, and all Community Amenity Officers
- Provide administrative services for Animal Control, Local Laws, Fire Prevention, Parking Compliance, Prosecutions and School Crossing programs, to ensure activities, systems and procedures operate in the most effective and efficient manner
- Maintain the computerised databases within Community Amenity, to ensure accuracy of information and timely reporting
- Provide a level of customer service that consistently meets or exceeds community expectations and enhances the Council's image

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

Essential

- Certificate in Business Administration; or equivalent work experience, preferably in Local Govt related field with significant customer service experience. This includes demonstrated experience providing a broad range of administration support, preferably responding to difficult situations and to people from culturally and linguistically diverse (CALD) communities. Other relevant skills, knowledge and experience should include:
 - Demonstrated high levels of attention to detail and proven ability to positively and proactively manage multiple administrative task priorities within a team environment
 - Demonstrated effective planning and organisational skills to ensure tasks are completed to required standards within applicable deadlines
 - Demonstrated ability to use initiative to exercise discretion within standards and procedures, and recognise where improvements need to be made to administrative procedures and processes

- Demonstrated capacity providing high quality administrative support using the Microsoft Office suite of products including Outlook and Excel along with proficiency in use of various Community Amenity related software programs and databases, including Objective

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to the offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Administrative Support</u>	<ul style="list-style-type: none"> • Administer purchasing of minor items and provide recommendations to Manager/Coordinators on budget provision • Ensure accurate and prompt administrative support is provided to Community Amenity Officers • Participate and provide input into development of reports for the Executive and Council, regarding unit responsibilities • Assist the manager and program coordinators as required with collection/collation of statistical information and creation of statistical reports • Make appointments and prepare correspondence for the manager • Prepare and distribute agendas and minutes of meetings as required
<u>Program Support</u>	<ul style="list-style-type: none"> • Administer, maintain and review office administration systems and procedures, which will increase efficiency and add value to customer service • Update and maintain all information and registers in relation to the storage and release of seized/impounded goods, signs or other miscellaneous items. Update information sourced from field staff • Receive and process complex permit and registration applications and issue permits where appropriate • Bulk process Registration renewals for Businesses and Animals including fee generation, balancing fees, problem solving issues arising from changes in classification • Monitor Community Amenity web pages to ensure accurate and up to date information is provided which is in accordance with legislated requirements and operational procedures. Assist in ensuring the web pages are always evolving and changing to suit customer needs • Distribute all inward correspondence and information to appropriate officers for action
<u>Database Management</u>	<ul style="list-style-type: none"> • Maintain and review office administration records, registers and data bases to ensure all information is accurately recorded and maintained in a manner that allows prompt and easy access • Monitor income receipting by other Council units to ensure correct account allocations, liaising with other units where necessary to take corrective action • Assist in the preparation and submission of monthly, quarterly and annual reports for the Department
<u>Customer Service</u>	<ul style="list-style-type: none"> • Receive customer telephone enquiries and complaints related to the department's functions, which Customer Service staff are not able to answer, and take appropriate action to ensure the resolution of the matter raised, • Receive and allocate customer service requests to field officers

	<ul style="list-style-type: none"> Receive all requests for review resulting from infringement notices and respond in writing addressing all important matters raised by appellant in a commonsense and compassionate manner within the framework of Council's Policy and Code of Practice
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Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> Take reasonable care of their own health and safety Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures Participate in health and safety training programs and initiatives
Child Safety	<ul style="list-style-type: none"> Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations
Climate Change & Sustainability	<ul style="list-style-type: none"> Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information Perform other duties as directed within the limits of acquired skills, knowledge, and training At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees

	<ul style="list-style-type: none"> At all times, comply with Council's Code of Conduct - Staff
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

☒ **Not required.**

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – <i>works in a team of people and not exposed to isolation</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – <i>required to exercise sound decision making while completing all aspects of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reasoning – <i>required to exercise sound reasoning while completing all aspects of</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>the position within defined scope</i>					
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Requirements

- ☒ This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion. Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row

Note: To determine % of manual handling / physical exertion on average per working day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>thumb on the other, typically without the object touching the palm</i>					
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Accountability and Extent of Authority

The position is held directly responsible for:

- Providing a direct service and information to clients and/or support to the Community Amenity team members as required
- Undertaking tasks and duties required of the position generally within Community Amenity unit standards and procedures. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and operating procedures
- Planning daily tasks according to predetermined importance and urgency at least a week in advance, to effectively support Community Amenity staff to complete all unit functions within planned guidelines, particularly:
 - Ensuring telephone messages are responded to promptly and at least on the day received.
 - Receiving and filing of receipts of goods received
 - Assisting with maintaining accurate, up to date department databases and records, processing and producing all correspondence within agreed timeframes to meet the service needs of the department
 - Assisting and supporting department staff and where appropriate other external agencies in all relevant processes for the efficient and effective delivery of Community Amenity responsibilities
- The position may be required to liaise with other Community Amenity employees to share workload and broaden skills

- Contributing to the review and improvement of Community Amenity policies, procedures and operating systems including administrative processes to ensure the most up to date service is provided,
- The effect of decisions and actions are usually limited to Administration Officer functions, other Community Amenity team members or clients, or to internal Community Strengthening Directorate procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently:

- Report relevant issues to the Manager Community Amenity / Team Leader Administration / Senior Administration Officer.
- Objectives of the work are well defined, and decisions made are of a routine nature,
- Respond to customer enquiries effectively including resolving minor issues with customers by utilising information within agreed parameters,

With Input from Manager Community Amenity / Team Leader Administration / Senior Administration Officer:

- Assist in the implementation of new administrative procedures for the department, particularly those involving database systems,
- Make decisions regarding the presentation of routine correspondence, reports and meetings,

Recommends and Identifies to Manager Community Amenity / Team Leader Administration / Senior Administration Officer:

- Identifies and makes recommendations about current Community Amenity administration process improvements where necessary,
- Assist with the development of new administrative procedures towards improving the effectiveness of the delivery of department services,

Guidance:

- Works under the direction of the Manager Community Amenity and/or Team Leader Administration / Senior Administration Officer with guidance and advice always available within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Working effectively within the multidisciplinary Community Amenity team including related Community Strengthening departments in order to provide good internal customer service and administrative support
- An understanding of the relevant technology, procedures, processes, and functions of the role within Community Amenity including relevant policies, regulations, and precedents as well as an understanding of the goals of the unit and where appropriate an appreciation of the goals of the wider organisation
- Proficiency in the application of standardised Community Amenity procedures, practices, relevant Acts and Regulations and an understanding of relevant precedents and previous decisions relevant to the Administration Officer function

Management & Interpersonal skills

The essential position requirements include:

- Managing time and planning and organising one's own work to meet a range of predetermined priorities in service delivery to external clients, whilst attending to internal reporting and service requirements. This incorporates sufficient freedom to plan work at least a week in advance.
- Having a basic knowledge of personnel practices and be able to provide employees with on-the-job training and guidance.

- Gaining cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees with on-the-job training and guidance
- Well-developed verbal communication skills in dealing with a community of great cultural diversity along with skills in written communication to enable the preparation of routine correspondence and relevant reports
- Maintaining attention to detail and accuracy of work in an environment of constant administration workload and related deadlines

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

