Position Description *(Team Members)*

Position Title	Administration Support Officer
Directorate	City Futures
Department	City Works
Team	City Works and Parks Executive
Classification/Band	Band 4 (Non-Physical)
Month/Year	November 2026
Reports to:	Team Leader Adminstration Support
Supervises:	Nil
Internal Liaison:	City Works and Parks and Open Space staff / other Council business units
External Liaison:	External customers, members of the public, contractors, and suppliers

Position Objectives

Your primary purpose in this position is to:

Provide responsive and efficient administrative support across the City Works and Parks and Open Space Departments, including:

- Providing high-quality customer service and administrative support to internal and external customers, members of the public, contractors and suppliers.
- Receiving, recording, processing and referring Customer Field Service requests and general enquiries.
- Providing meeting support, including scheduling, preparation of meeting documentation and minute taking.
- Supporting procurement, purchasing and associated administrative processes.
- Undertaking data entry and maintaining accurate records, databases and information systems.
- Providing general administrative assistance to departmental staff as required.

Key Selection Criteria

In addition to the 'Qualifications and Experience' section below, you demonstrate the below experience and skills:

- Certificate III or IV in Business Administration, Office Administration or a related discipline, or substantial relevant experience in an administrative support role, preferably within an operational, maintenance or service delivery environment.
- Demonstrated experience providing a broad range of administrative support, including data entry, records management, meeting support and general office administration.
- Demonstrated understanding of work scheduling and occupational health and safety requirements, preferably within an operational or field-based environment.
- Well-developed organisational and time management skills, with the ability to plan and prioritise workloads, manage competing demands and contribute effectively to team and departmental objectives.
- Well-developed written, verbal and interpersonal communication skills, with the ability to build positive working relationships and work collaboratively with a diverse range of internal and external stakeholders.
- Demonstrated problem-solving and customer service skills, with the ability to respond to enquiries, provide accurate information, resolve routine administrative matters and contribute to positive service outcomes.
- Demonstrated proficiency in Microsoft Office applications and other relevant corporate systems, with the ability to accurately enter, maintain and retrieve information.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to 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 (Employee Check)
☒ satisfactory (and ongoing) Police Check
☒ current valid (and ongoing) Victorian Driver's Licence
☐ ongoing First Aid (Level 2) Certificate
☐ ongoing Cardiopulmonary Resuscitation (CPR)
☐ OHS Induction Construction (White Card)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Operational	• Provide professional and responsive telephone and customer service support, responding to routine enquiries and referring more complex matters to the appropriate team or officer. • Receive, process and refer Customer Field Service requests, using relevant corporate systems to review requests and allocate work to field staff as required. • Investigate and respond to referred customer requests, liaising with relevant staff to provide accurate and timely information. • Prepare accurate and timely correspondence, documents, reports and other administrative material as required. • Provide administrative support to staff across the City Works and Parks and Open Space Departments, including assistance with administrative systems, processes and high-volume correspondence or mail-outs. • Coordinate bookings for parks, open spaces, meeting rooms and other Council-managed facilities and resources, including the administration of keys where required. • Provide administrative support for departmental meetings, including scheduling, preparing agendas and meeting documentation, recording minutes and actions, and coordinating catering where required. • Undertake records and document management, maintaining accurate records and information relating to operational, risk, budget and cost-control requirements in accordance with Council policies and procedures. • Undertake purchasing and accounts administration, including raising or processing purchase orders and invoices, verifying goods received and assisting with associated financial records. • Source and order departmental supplies and materials in accordance with instructions from authorised staff and Council procurement requirements. • Support compliance with Safe Operating Procedures (SOPs) and Safe Work Method Statements (SWMS), including maintaining relevant administrative records, reporting identified non-compliance and assisting with the review of associated administrative procedures. • Perform other related administrative duties within the scope of the position as required
Business Unit Responsibilities	• Undertake Emergency Management duties as required by assisting in Emergency Management activities. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees. • Make an ongoing, positive contribution to the Departments and Directorate.
Change Management	• Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness	• A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives. • Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.
Organisational Requirements	• A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines. • In accordance with the responsibilities of your role, positively 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. • Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times. • Act respectfully, responsibly and be accountable for your actions. • Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives. • Understanding of and ability to work with diversity within the workplace and community. • Perform other duties as directed within the limits of acquired skills, knowledge and training. • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.

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 found on The Source > Capability Framework | Greater Dandenong Council

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 found on The Source > People, Culture and Safety > REACH | Greater Dandenong Council

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	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • 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	• 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	• 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	• 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. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: o zero tolerance of racism and expectations that staff will act on incidents of racism o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	• Support Councils 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.

☐ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.

☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call, stand-by or availability roster. (Refer to *'Working out of hours'* under position specific responsibilities.)

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 – *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*		☐	☐	☒	☐
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☒	☐
Communicating with others - Written		☐	☐	☒	☐
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☒	☐
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☐	☒	☐
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☒	☐	☐
Problem solving *– requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☒	☐	☐
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☒	☐	☐
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☒	☐	☐
Short and long-term memory recall *– ready access to documented procedures or precedents to perform requirements of the position*		☐	☒	☐	☐
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*		☐	☐	☒	☐
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*		☐	☐	☐	☒

Physical Requirements

☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]

☐ This position requires a vision test

☐ This position requires a hearing test

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

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per 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*		☐	☐	☒	☐
Standing – *standing in an upright position, moving less than 3 steps*		☐	☒	☐	☐
Walking – *In an upright position, moving more than 3 steps*		☐	☒	☐	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☒	☐	☐	☐
Kneeling – *To lower the body*		☒	☐	☐	☐
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*		☒	☐	☐	☐
Reaching – *Extending arms out in any direction*		☒	☐	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☒	☐	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☒	☐	☐	☐
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*		☒	☐	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☒	☐	☐	☐
Low level work – *Performing manual handling actions at or near ground level*		☒	☐	☐	☐
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*		☐	☒	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☒	☐	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☒	☐	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

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.

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Some positions in this Band are essentially doing jobs and are often the providers of information to clients and / or information and support to more senior employees. Some positions may also supervise resources including other employees and/or regulate clients.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Have sufficient freedom to plan their work at least a week in advance.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives. For Supervisors, the process often requires the quantification of the amount of resources needed to meet those objectives.
- Guidance and advice are always available within the time available to make a choice

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes used within their operating unit.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment or knowledge of the use of plant which require the exercise of considerable skill or adaptation.

Management & Interpersonal skills

The essential position requirements include:

- Must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance.
- Necessitate skills in managing time and planning and organising one's own work.
- Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and in the supervision of employees where applicable.
- Require skills in written communication to enable the preparation of routine correspondence and reports if required.

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			