Position Description

POSITION DETAILS	
Date of PD	April 2019
Position Title	Administration/Distribution Officer
Position Grade	4
Directorate | Business Unit	Community Services | Social and Community Services
Reports to	Business Coordinator
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements

POSITION OVERVIEW

This position is responsible for Meals on Wheels kitchen duties, receptionist and administration support in the Community Care Team. These teams are involved in a wide variety of work across the community, so this role is an important enabler through highly responsive customer service, sound processes, attention to detail and flexible support to ensure smooth and efficient operations.

KEY RESPONSIBILITIES

- Promote Council's vision and values in all dealings with staff and external parties and deliver activities based on person-centred approach principles
- Work effectively, efficiently and with high level attention to detail within the administration and Community Care teams
- Rotate across Council sites to complete distribution (Meals on Wheels) and administration work
- Provision of professional, timely, accurate and courteous receptionist, customer service and administration support
- Modify communication and information formats to suit individual customer needs
- Follow processes to raise and receipt purchase orders
- Maintaining required information within set timeframes including processes to ensure accuracy of data
- Use IT systems and technologies to maximise efficiency and effectiveness
- Meals on Wheels stock control processes including ordering, rotation, inventory and record keeping
- Cleaning premises to Food Safety Standards
- Drive Council vehicles when required
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.

- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness

Knowledge

Essential Qualifications (Level)

- Food Handling Certificate (or ability to obtain within 3 months)
- Current driver's license

Experience

- Minimum two years administration experience
- Demonstrated experience using the Microsoft Office Suite of software and business technology

Skills

- Maintaining required information within set timeframes including processes to ensure accuracy of data
- Demonstrated customer service skills with a diverse population
- Ability to organise and meet deadlines
- Self-motivated with the ability to work independently, and as part of a team
- High attention to detail
- Advanced IT skills including Microsoft suite of products and other applications

Desirable Qualifications

- Certificate 4 in Business Administration or equivalent

Acknowledgement:

I, ... acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature..... Date: .....

Manager's Signature..... Date: .....