

POSITION DESCRIPTION

Operational Support Officer- Fleet & Depot Operations

POSITION DETAILS

Date of Position Description	November 2025
Position Title	Operational Support Officer
Position Grade	6
Directorate Business Unit	City Services & Projects
Reports to	Group Manager Fleet and Depot Operations
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	316 Victoria Road, Rydalmere (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

This position is responsible for a variety of administration duties to support the activities and operations of the Rydalmere Operations Centre to provide efficient customer focused services to internal and external stakeholders.

KEY RESPONSIBILITIES

Role Specific

- Administration duties required to support the managers as well as the day-to-day operations.
- Manage activities in relation to Records Management (OneCouncil); monitoring and assigning incoming requests and documents, updating, transferring and closing records.
- Preparing documents, word processing etc, such as outgoing correspondence, meetings minutes, memos.
- Conduct Workplace and Safety Inductions for all new employees.
- Complete timecard registration for all new employees.
- Provide first contact for customer service, internal and external customers, priorities and direct enquiries in a customer focused manner
- Manage stationery and other office supplies and servicing of office equipment.
- Assist in developing continuous improvement within the unit.
- Maintain staff kitchen facilities, ensuring tea, coffee, and related amenities are stocked, clean, and ready for daily use
- Administration support for the Local Emergency Management Officer (LEMO)

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.

- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Comply with Council policies and procedures, as amended from time to time.

KNOWLEDGE

Qualifications

- Certificate III in Business/Administration or equivalent and/or experience in a comparable role.

Experience

- Previous experience in a similar role in an operational work environment.
- Previous experience customer focused, service driven organisations.

Skills

- Proficiency in a range of Microsoft packages including Word, Excel, Teams and PowerPoint
- Proficient in OneCouncil Applications
- Clear and concise oral and written communication skills (including telephone)
- Ability to plan and schedule work under pressure, giving appropriate priorities to meet deadlines
- Ability to work as part of a multi-disciplinary team to ensure the day-to-day operation of Operations Centre