

# POSITION DESCRIPTION

| POSITION                                 | POSITION NUMBER        |
|--|------------------------|
| Administration Officer Building Services |                        |
| CLASSIFICATION                           | LOCATION               |
| Band 4                                   | Phoenix Building       |
| DEPARTMENT                               | DIVISION               |
| Regulatory Services                      | Growth and Development |
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## Position Objectives

- To provide the BSU team with an administrative support by actively participating as part of the team and providing support to the Coordinator of Building Services, the Municipal Building Surveyor and relevant technical officers of the units statutory and the building permit function.
- To provide BSU customers and staff with an efficient, friendly, quality service to ensure such that all requirements are met in a professional manner. Where required direct to or request support from technical staff to assist in the matter.
- To liaise with internal and external stakeholders in support of efficient and effective facilitation of various applications considered under the Act and the Regulations.

## Key Responsibility Areas

Under the direction of the Coordinator Building Services and Municipal Building Surveyor:

- Assist with the investigation, evaluation and maintenance of Council's swimming pool register.
- Contact pool/spa owners within the municipality to request compliance certificates and provide advice and assistance to pool/spa owners if compliance not achieved.
- Escalate non-compliances that require enforcement action to Coordinator Building Services.
- Assist with the investigation and evaluation of building applications and complaints.
- Provide technical support to Building Services team in meeting Councils' legislative responsibilities under the Act and Regulations.
- Provide a customer service role to the Building Services Unit within knowledge base to assist Building Services staff to maximise their efficiency.
- Provide *routine* correspondence in relation to decisions and enquiries from the public.
- Attend to counter and telephone enquiries as required and resolve where possible. Escalate more complex matters where required..
- To use initiative to identify and resolve workflow issues within the Building Services team as well as contribute and participate in organisational projects.
- Provide customers with a professional and up-to date advisory service and assist the public with general enquiries.
- Identify, implement and review strategies to improve service quality.
- Data collection and data entry, including use of electronic records management systems (TRIM)
- In line with Council's commitment to Customer Service:
  - Advise and attend to telephone and counter enquiries in a courteous and helpful manner.
  - Ensure that all information available to customers is correct and up to date.

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- Respond to and offer assistance to enquiries. If unable to resolve, then refer enquiries received to appropriate Officer's for prompt attention.

## CORPORATE RESPONSIBILITIES

Comply with all Council policies, procedures and guidelines including those relating to Occupational Health and Safety, Equal Opportunity (including harassment and bullying), Privacy, Child Safe and Code of Conduct.

From a Health and Safety perspective the City of Ballarat requires the following:

### *All Employees and Volunteers*

- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.

## REPORTS TO:

Coordinator Building Services

## DIRECT REPORTS:

N/A

## ORGANISATIONAL RELATIONSHIPS

### Internal:

- Municipal Building Surveyor
- Building Services Staff
- Council Staff
- Regulatory Services Administration team
- Records team

### External:

- General public
- Victorian Building Authority
- Victorian Municipal Building Surveyors Group
- CFA
- Regional Councils
- Central Highlands Water
- Legal Practitioners
- Private Building Surveyors
- Architects/Designers/ Drafts persons

## ORGANISATIONAL RELATIONSHIPS

### Accountability and extent of authority

- Accountable to the Coordinator Building Services for the performance of duties within this position description.
- Specific guidelines but scope to exercise some discretion within the Building Services Unit
- Shared responsibility for the provision of administration support to the Building Services Unit.
- Shared responsibility for the input of applications / infringement notices / enforcement data into the Council system, and maintenance of these databases for the Building Services Unit.
- Shared responsibility for the provision of assistance to maintain Building Services records.
- Accountable for provision of timely and accurate advice to customers.
- Adherence to the Organisation's principles and policies on confidentiality.

### Judgement and decision making

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- Prioritise daily routine functions for allocated tasks and freedom to plan work at least a week in advance
- Show initiative in approach to all aspects of the position and seek advice from other Council Officers for the purpose of fulfilling duties and responsibilities
- Under the provision that guidance and advice is always available within time to make a choice from other team members of the Building Services Unit, the ability to assess and make judgements on individual customer needs and advise and direct accordingly
- Utilise discretion and judgement to maintain confidentiality in all dealings with clients or members of the public
- Utilise judgement in the delivery of technical knowledge, supported by the business unit.
- Work objectives well defined

## Specialist skills and knowledge

- Considerable computer skills, particularly in Microsoft Word, Excel and database maintenance. Working knowledge of Microsoft Office Suite programs, Sharepoint, Onedrive and databases with comprehensive understanding for the production of a wide range of documents
- Ability to prepare quality correspondence using standard procedures and practices.
- Administrative expertise within the BSU context
- Well-developed oral and written communication skills, to enable achievement of the objectives of the position.
- Understanding and application of various responsibilities of the Building Services Unit, within an organisational context, to enable initial response to customer enquiries.
- Understanding of organisational context - including relevant policies, regulations and precedents, unit goals and perhaps wider organisation goals
- Must possess an understanding and knowledge of the organisation of the City of Ballarat to advise on the range of services provided.
- Skills in preparation of routine correspondence and reports

## Management skills

- Commitment to quality customer service
- Ability to evaluate, advise and assist with enquiries
- Work within and contribute to a team situation, ability to support other members of the team on a day-to-day basis.
- Skills in managing time, planning and organising own work
- Demonstrated skills in managing time, planning and organising one's own work so as to achieve specific and set objectives/targets in the most efficient way.
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## Interpersonal skills

- Ability to work as a team member including assisting other staff members to meet the objectives of the unit and in the administration of well-defined activities.
- Good communication skills, both oral and written
- Organised and proactive, with a commitment to quality customer service.
- Possess a tactful, personable and courteous attitude.
- Conflict resolution and negotiation skills to enable dealing with difficult customers.

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## Qualifications and experience



- Experience working in a Building Permit related field with knowledge of the Building Regulations and Building Act.
- Knowledge and skills through on-the job-training in clerical/administration duties in an office environment.
- Experience in a wide range of Windows based databases and applications
- Some knowledge of building application processes and procedures, building compliance within the legislative framework.
- Sound communication skills with both personal and telephone operations.
- Demonstrated experience in working in a team environment.

## SELECTION CRITERIA

- A relevant Certificate IV in Administration; or relevant experience in an administration role
- Demonstrated experience working in a Building Permit related field.
- Level of conflict resolution and customer service skills.
- Demonstrated word processing skills and accuracy in data entry and demonstrated experience with a wide range of Windows based databases and applications and Councils software packages utilised by the Building Services unit.
- Demonstrated time management skills.
- Demonstrated ability to work cooperatively with teams and individuals across a range of service provision.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.