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## POSITION DESCRIPTION

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Receptionist/Administration Officer

<b>POSITION</b>	Receptionist/Administration Officer
<b>EMPLOYMENT STATUS</b>	Permanent – Full Time
<b>EMPLOYMENT CONDITIONS</b>	<i>Local Government Industry Award (Stream A) – State 2017</i> Richmond Shire Council Certified Agreement – 2018 Queensland Employment Standards
<b>SECTION</b>	Administration
<b>LOCATION</b>	Council Office, 65 Goldring Street, Richmond
<b>REPORTS TO</b>	Director of Corporate Services
<b>SUPERVISES</b>	NIL

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### POSITION OBJECTIVE

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To provide the first point of contact for all customer enquiries to the Richmond Shire Council, providing professional and high quality customer service when greeting customers in person and over the phone. This position will also provide administration support to staff as required.

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### KEY DUTIES AND RESPONSIBILITIES

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Key duties and responsibilities include, but are not limited to:

#### **Reception/customer service**

- Be the first point of contact providing friendly and helpful customer service at Council's front counter;
- Act as host to official guests and visitors, offering tea and coffee on arrival;
- Record complaints in the complaints register, service requests (InfoXpert) and private works and communicate with relevant staff as required;
- Receive and distribute incoming telephone calls;
- Receipt monies via Council's accounting computer system;
- Generate daily banking reports and take daily takings to bank;
- Collect daily newspapers and update newspaper scrap book;
- Manage Council's petty cash system.

#### **Office administration**

- Animal register including sending out invoices and registering new animals into the Accounting System;
- Generate general correspondence e.g. fees and charges letters as required;
- Put out flag, boot scraper and retrieve each day;
- Collect the daily mail, then distribute when Records Officer absent;
- Maintain the outgoing mail register and take daily mail to Post office;
- Maintain and order Council's stationery requirements in liaison with DCS;
- Maintain Council's internal telephone directory;

- Maintain photocopy supplies and refill as required;
- Maintain Council's tea and coffee supplies;
- Generate purchase orders for goods and services;
- Prepare meeting rooms as required and clean up after meetings;
- Arrange catering for Council meetings;
- Arrange for notice of meetings to be distributed;
- Prepare public notices as required and put on public notice boards around towns;
- Ensure notice boards are up to date and internal staff whiteboard;
- Photocopy, collage and distribute monthly community newsletters, and householders as required;
- Keep office tidy and wash dishes at end of day;
- Receive bookings for venue and bus hire and communicate with relevant staff;
- Check condition on hire equipment when returned and report any damage;
- Assist other staff as required;
- Other duties as directed

### **Debtors**

- Accounts Receivable;
- Create sundry debtor accounts ensuring correct category and name and address details;
- Ensure accurate entry of details into name and address register as required;
- Prepare invoices for sundry private works including agistment (quarterly) and tailing fees (weekly & other) as required;
- Process refunds/credit notes with express approval of the Chief Executive Officer or Director of Corporate Services, as required;
- Ensure information for recurrent or standing debtors is set up correctly for invoices to print when due;
- Enter data into accounts receivable system and print invoices;
- Ensure accounts are rendered to debtors according to policies and procedures;
- Run and print monthly statements and check before mailing;
- Run trial balance by category;
- Run end of period rollover;
- Ensure that accounts receivable ledger is reconciled with accounts receivable general ledger job numbers. Variations between accounts receivable and general ledger are investigated and corrective entries made to enable reconciliation;
- Forward monthly reconciliation to Director of Corporate Services;
- Receive and cost private works requests orders and communicate with relevant staff;
- Assist with enquiries for Council and private works and book in service requests;

### **Debt Recovery**

- Check overdue accounts receivable accounts monthly and if necessary forward a recovery notice in accordance with Council's Debt Recovery Policy;
- Issue missed notices for unpaid debts in accordance with Council's Debt Recovery Policy
- Respond to enquiries from debtors in relation to overdue accounts both in person, on the telephone and in writing;
- Negotiate and approve repayment arrangements with debtors in accordance with Council's Debt Recovery Policy;
- Enter arrangements into the debt recovery module to record arrangements made with debtors;
- Maintain the appropriate status codes and action codes as arrangements are made;
- Check arrangement debtors each month to ensure they are keeping their arrangement;
- Remove arrangement debtors from their arrangement in the event of default;
- Maintain the appropriate status codes and action codes as arrangements are dishonoured;
- Print listing of all accounts that require further action, check and arrange for recovery action;

- Communicate information regarding bad debtors to Managers & Supervisors of council.

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#### **KEY SELECTION CRITERIA**

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- Current Class C drivers licence.
- Intermediate Microsoft Word, Excel and Publisher skills are required.
- Ability to operate a photocopier, facsimile and other general administration equipment.
- Well-spoken and ability to deliver professional, friendly and helpful customer service.

#### **Desirable**

- Previous Local Government experience.

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#### **OTHER REQUIREMENTS**

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- May be required to work after-hours on occasion to meet deadlines.

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#### **PERFORMANCE STANDARDS**

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- All assigned tasks are completed professionally and within specified timeframes.
- Effective liaison with employees, Supervisors, key internal personnel, and representatives of other organisations (e.g. government agencies, training organisations), with a friendly, professional attitude displayed and effective follow-up on enquiries and tasks.
- High level of participation, commitment to and concern for both the immediate team and corporate team.
- High level of commitment to continual improvement of Council's policies and processes, and improvement of all aspects of personal work performance.
- Effective, efficient and economical management of public resources.
- Council's Policies and Procedures and relevant legislation are adhered to.
- Other targets as outlined in the Performance Review are achieved.

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#### **DELEGATED AUTHORITY**

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- Authority in accordance with Council's corporate structure, delegations and statutory powers.
- Authorise expenditure in accordance with financial delegations and Council's Procurement Manual.

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#### **WORKPLACE HEALTH AND SAFETY**

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All workers have a duty to familiarise themselves with and comply with statutory and Richmond Shire Council Workplace Health and Safety (WHS) requirements, including the WHS Management System, and WHS policies, procedures and work instructions.

In fulfilling this duty, workers are to:

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Cooperate with all reasonable instructions, policies and procedures of Council, and follow safe work practices.
- Identify hazards, conduct risk assessments, and take corrective actions to eliminate hazards where possible in the workplace, and/or report hazards and risks promptly to their Supervisor.
- Establish and maintain a high standard of housekeeping and cleanliness within individual work areas and on Council property generally.

- Report promptly to their Supervisor and assist with the investigation of all incidents within the workplace, including minor injuries, near-miss incidents and property damage.
- Report any incidents of bullying and/or harassment in the workplace promptly to their Supervisor or higher management.
- Attend Toolbox talks, daily pre-start meetings and workplace health and safety training as required.
- Correctly use and maintain tools, equipment and vehicles/plant.
- Report any worn out or defective tools or equipment or problems regarding tools and equipment promptly to their Supervisor .
- Correctly use and maintain all personal protective clothing and equipment supplied by Council.
- Report any worn out or defective equipment or problems regarding Personal Protective Equipment promptly to their Supervisor.
- Operate equipment and machinery with guards and safety controls operating and in place at all times.
- Report promptly to their Supervisor if the employee does not have appropriate ticketing, licensing or training to undertake any designated task.
- Report all problems with plant and equipment promptly to their Supervisor.
- Report all problems with manual tasks, including signs of discomfort, promptly to their Supervisor.
- Be familiar with the location of first aid kits, fire safety equipment, evacuation procedures, assembly points and key WHS personnel (e.g. Health and Safety Representatives, Fire Wardens, First Aid Officers).
- Participate in workplace health and safety activities such as inspections, investigations, evacuation drills, meetings and risk assessments as required from time to time.
- Report promptly to their Supervisor any physical or psychological conditions that may affect their ability to safely perform their duties.
- Assist in the return to work process for themselves or any work colleagues following injury.
- Do not misuse or interfere with anything which is provided in the interests of workplace health and safety.
- Participate in workplace health and safety consultation meetings to discuss workplace safety in the department, in accordance with the *Consultation, Cooperation and Coordination Code of Practice 2011*.

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## **INTELLECTUAL PROPERTY**

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Any literary work, computer program, invention, design, patent, copyright, trademark, photograph, diagrams, image, improvement or idea discovered, developed or produced by the employee in the course of employment is the sole property of Council and Council shall unless otherwise agreed have the exclusive right to use, adapt, patent and otherwise register it.

The employee following discovery, development or production of any literary work, computer program, invention, design, patent, copyright, trademark, photography, diagram, image, improvement or idea, shall immediately report it to Council to enable Council to ascertain whether it was discovered, developed or produced wholly outside and wholly unconnected with the course of employment.

The employee hereby assigns to Council by way of future assignment all copyright, design, design right and other property rights (if any) in respect to any literary work, computer program, invention, design, patent, copyright, trademark, photograph, diagram, image, improvement or idea developed by the employee in the course of employment.

The employee agrees that he/she will at the request and expense of Council complete all necessary deeds and documents and take all action necessary to vest any literary work,

computer program, invention, design, patent, copyright, trademark, photograph, diagram, image, improvement or idea developed by the employee in the course of employment and obtain for Council the full benefit of all patent, trademark, copyright and other forms of protection throughout the world.

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#### **INFORMATION MANAGEMENT**

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The employee will comply with and effectively implement all legislative requirements and relevant Council Policies and Procedures pertaining to the collection, storage, use, disclosure, distribution and transfer of information, documentation and records that the employee produces, collects or is otherwise exposed to or becomes aware of through their employment with Council. With regard to personal information, the employee will collect only that information which is needed for a lawful purpose related to Council's functions; issue verbal and/or written Collection Notices for the collection of personal information; and maintain current and accurate records. In addition, the employee will not intrude unreasonably on an individual's private life or use illegal or unfair means to collect personal information, and will otherwise comply with the *Information Privacy Act 2009* and Council Policies and Procedures.

The employee will not divulge any confidential information about Council either during or after the term of their employment with Council.

"Confidential information" shall include any and all confidential information, data, reports, operations, dealings, records, materials, plans, statistics, finances, or other agreements and things (other than that which is already in the public domain), whether written or oral and of whatever type or nature relating to property, assets, liabilities, finances, dealings or functions of Council or any undertaking from time to time carried out by Council.

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#### **AUTHORISATION**

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Director: Mr Peter Bennett - Chief Executive Officer

Signature: \_\_\_\_\_

Date Originated: 17 August 2016

Date Reviewed: 09 January 2022

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Dated: \_\_\_\_\_