

Position Description

POSITION	Clerk
SECTION	Development Assessment
DEPARTMENT	Design & Development
BUDGET SUBJECT	474
POSITION NO.	Temporary
POSITION TYPE	Full-time/Part-time
REPORTS TO	Manager Development Assessment
DIRECT REPORTS	No
POSITION GRADE	Band 1, Level 3, <u>Salary System</u> Grade 4
DATE	February 2015

POSITION PURPOSE:

- To provide clerical assistance to the Development Services and Administration section.
- To prepare outstanding notices.
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the Work Health and Safety (WHS) Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:

Essential:

- Relevant Tertiary qualifications in an appropriate field.
- A minimum of twelve (12) months work experience in a similar role.
- Current Class "C" driver's licence.

Desirable:

- Relevant office experience and good keyboard skills.
- Demonstrated ability to work in a team environment.
- Ability to deal efficiently with multiple tasks.
- Data entry experience, high volume.
- Customer service experience both face to face and over the phone.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- To ensure quality administrative support is supplied to the Development Services and Administration section.
- Phone enquiries are dealt with in a prompt and courteous manner.
- All documentation is completed accurately and in a timely manner.
- Demonstrate appropriate knowledge of, and commitment to, equal opportunity principles and anti-discrimination law in the workplace.

WHS:

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- WHS001- Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Blacktown City 2030 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Answer telephone enquiries and redirect if necessary with a minimum delay.

- Process mail and allocate to correct account.
- Reconcile to General Ledger.
- Organise refunds and transfer of any discrepancies in fees paid.
- Enter and check information in CIVIL for zoning certificates.
- Make up Development Application's (DA's), Building and Construction Certificate Files within strict timeframes.
- Update information on CIVIL.
- Update registers.
- Prepare outgoing mail.
- Distribute incoming mail.
- Operate GIS, Smallworld View and SIAS.
- Check files for information and history and prepare outstanding notices.
- Check and process applications, book in relevant inspection and prepare Building Certificates.
- Check and process applications, book in inspections for Tree Removal Approvals.
- Process DA's and Building Construction Certificates and Engineering Plan Approvals.
- Other duties as directed by the supervisor.

SELECTION CRITERIA:

- Relevant experience and appropriate qualifications in accordance with requirements outlined in the position description.
- Knowledge of applicable legislation/regulations.
- Computer literate.
- Demonstrated commitment to customer service.
- Ability to work within a team environment.
- Availability to work flexible working hours.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.
- Telephone enquiries attended to or transferred efficiently with appropriate information relayed.
- Mail processed and money allocated to correct accounts in a timely manner.
- Fees received, reconciled and transferred and refunds effected daily.
- Certificate applications processed and issued in a timely manner.
- DA, Building and Construction Certificate files made up daily and processed.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
