

Position Description

Position title:	Administration Assistant
Directorate:	City Wide Services
Service Unit:	Waste Services
Reports to:	Senior Administration and Officer Coordinator
Direct reports:	Nil
Salary point:	6
Work location:	Summerhill Waste Management Centre
Date revised:	December 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Waste Services?

The Waste Services Service Unit is committed to providing waste minimisation and recycling solutions and ensuring the long-term sustainability of our waste management operations. The unit manages a variety of key service elements including kerbside collection, public place waste collection, landfill operations, education and engagement, administration and accounts, environmental management and business development. Customer service and responsiveness as well as a team culture that is performance based and promotes continuous improvement are fundamental in delivering on these elements and servicing our community.

What's the focus of this position?

The Administration Assistant is a key link between our customer, the business and customer support team and our operations team, focused on delivering exceptional customer service by connecting customer requests to seamless operational delivery and processing vehicles on site. The Waste Services Service Unit will take a systematic approach to delivering its services and the Administration Assistant will be an integral part of this systematic approach to deliver better customer and business outcomes.

The Administration Assistant is a member of the Administration team and works collaboratively with other operational areas of the business to ensure the effective administration of systems and processes that

support Waste Services programs and services with a focus on quality and continuous improvement and process vehicles to site in a timely and accurate manner. Our ultimate aim is to fix issues before the customer is even aware in an operationally efficient manner.

What you'll be doing:

- Deliver and maintain quality customer service and project a positive image of City of Newcastle (CN) in a professional and courteous manner.
- As a first point of contact for customer enquiries, transactions and requests, Administration Assistants assist members of the public with site visits to Summerhill Waste Management Centre (SWMC), counter, email and telephone enquiries covering all facets of Waste Services operations.
- Providing high quality and accurate administrative and weighbridge support to deliver the business outcomes for Waste Services.
- Contribute to the efficient day to day running of the administration and weighbridge functions and deliver the requirements of the unit.
- Responsible for all clerical aspects of the waste services unit, including the capture and storage of data and distribution of requests.
- Provide a high level of customer service on behalf of City of Newcastle (CN) to both internal and external customers, with a focus on achieving positive outcomes for all parties.
- Provide efficient and responsive customer service which will contribute to the Waste Services Business Unit achieving identified goals.
- Performing cashier/weighbridge functions such as processing all vehicles to site, (SWMC), ensuring accurate data entry, accept and receipt cash, cheque and EFTPOS payments and ensuring start/end of day processes are followed.
- Record visitors entering and leaving (SWMC) through the Weighbridge software and office sign in register.
- Assist management to achieve outcomes using CN's IT and weighbridge systems.
- Provide assistance/support to Managers and Coordinators for all corporate information technology applications (such as, ECM, CRM, OneCouncil & weighbridge).
- You will be required to carry out other duties that are within the limits of your skills, competence, training and/or experience as directed by your Manager.

The essentials you'll need:

- Certificate III (or above) in a business or customer related discipline and/or equivalent experience in a customer service role.
- Ability to work as part of a team responsible for the administration, weighbridge and customer service functions, including processing incoming and outgoing vehicles to site
- High customer service focus and an ability to think on your feet, work under pressure and maintain a professional demeanour at all times.
- Ability to exercise initiative and judgement and to maintain confidentiality.

- Strong organisational skills with the ability to efficiently and accurately interpret available information and determine solutions when faced with conflicting and varied demands.
- Solid experience in processing large volumes of financial transactions in cash, EFTPOS and accounts and end of day reconciliation.
- Ability to work a rotating roster to facilitate 364 day operations, including scheduled and un-scheduled overtime, weekend and public holidays as required.
- Ability and willingness to work staggered, non-standard start and finish times between 7:00am – 5:30pm.
- Demonstrated ability to work independently and cooperatively in a team environment.

Other valuable skills you may have:

- Demonstrated skills and knowledge of MS Office and the use of electronic document management systems.
- Knowledge of Local Government's fees & charges functions and responsibilities.
- Knowledge of OneCouncil and Weighbridge software systems.
- Ability to work with minimal supervision.
- Knowledge and experience in a large-scale waste management collections and disposal operation.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	