



Local Government Administration Officer Trainee

Position Description

Position Title

Administration Officer Trainee

Department

Corporate Services

Reports To

Manager of Corporate Services

Employment Type

Traineeship (12months)

Classification

Level 3 to 4 Award-based classification

Position Purpose

The Administration Officer Trainee provides administrative and customer service support across council operations while undertaking structured training toward a nationally recognised qualification such as:

- Certificate III in Business
- Certificate II or III in Local Government

The role is designed to develop practical skills, workplace knowledge, and an understanding of local government operations.

Key Responsibilities

Customer Service

- Provide friendly and professional front counter and telephone assistance.
- Respond to general public enquiries and direct requests appropriately.
- Assist residents, ratepayers, contractors, and visitors.

Administration Support

- Perform general clerical duties including filing, and data entry.
- Prepare correspondence, forms, and basic reports.
- Maintain electronic and hard-copy records.
- Assist with incoming and outgoing mail processes.

Records Management

- Learn and apply council recordkeeping procedures.
- File documents within electronic document management system.
- Ensure confidentiality and privacy requirements are maintained.

Financial Administration

- Assist with receipting and purchase orders.

Council Operations Support

- Provide administrative assistance to various departments as required.
- Assist with meeting preparation and carry out basic catering requirements.
- Monitor and order office and cleaning supplies when required.

Training & Development

- Attend and complete all required traineeship studies and assessments.
- Participate in on-the-job training and mentoring.
- Demonstrate a commitment to continuous learning and professional development.

Selection Criteria

Essential

- Good verbal and written communication skills.
- Basic computer literacy including Microsoft Office applications.
- Willingness to learn and undertake formal study.
- Ability to work cooperatively in a team environment.
- Good organisational and time management skills.
- Professional presentation and customer-focused attitude.
- Current C-class driver's licence.

Desirable

- Previous office or customer service experience.
- Interest in local government and community services.

Qualifications

Essential

- Completion of Year 10 or equivalent.

Desirable

- Enrolment in or willingness to undertake:
 - Certificate III in Business, or
 - Certificate II or III in Local Government.

Key Competencies

- Communication
- Teamwork
- Customer service
- Attention to detail
- Initiative
- Confidentiality
- Reliability

Workplace Health & Safety

Employees are required to:

- Take reasonable care for their own safety and the safety of others.
- Follow council WHS policies and procedures.
- Report hazards, incidents, and injuries promptly.

Conditions of Employment

- National Police Clearance may be required.
- Medical Check.
- Probationary period applies.
- Employment subject to traineeship requirements.
- Salary and conditions in accordance with the relevant Local Government Industry Award and council policies.

Organisational Relationships

Internal

- All council staff
- CEO and Managers
- Elected members (limited contact)

External

- Community members
- Government agencies
- Contractors and suppliers

Position Acknowledgement

I acknowledge that I have read and understood the requirements of this position.

Employee Name Signature Date

Employee Signature: _____ Date: _____

Employee Name: _____

Supervisor Signature: _____ Date: _____

Supervisor Name: _____