



NPARC POSITION DESCRIPTION

Position number	TBA	Date of last review	August 2025
Position Title	OPERATIONS ADMINISTRATION OFFICER		
Award	<i>Northern Peninsula Area Regional Council Certified Agreement - 2023</i>		
Classification	Band 2 Level 1		
Division	Operations		
Section	Operations		
Location	Umagico		
Employment Type	Full time Maximum Term Contract		
Hours of Duty	36.25		
Supervisor	Executive Manager Operations		
Direct Reports	Nil		

ORGANISATIONAL ENVIRONMENT

Mission: To support the provision of high standard local government services and economic growth of the Northern Peninsula Area through the sustainable use, development and management of land, water, and native vegetation resources, whilst protecting the rights and interests of both the individual and the community.

Vision: With Respect and pride we will build a future for our children based on unit, equitable self-governance, education, and culture.

Responsibilities: The Council is charged with the responsibility of ensuring a wide range of local government services are available throughout the communities of the Northern Peninsula Area including housing, kerb-side collection of rubbish and land-fill disposal, potable water supplies and effective wastewater disposal systems.

The NPARC must collaborate closely with the community and funding agencies to ensure the necessary resources are available for these purposes.

PRIMARY OBJECTIVES OF THE POSITION

This role undertakes a variety of tasks under limited supervision to provide specialist administrative support to Council's operations team. This role provides a critical function assisting with planning, operation and maintenance of Council's operations to meet statutory requirements, contract obligations and corporate objectives.

KEY DUTIES AND RESPONSIBILITIES

The position will achieve its purpose through the following:

1. Provide high-level administrative and customer service support across various departments.
2. Manage and respond to inquiries from the public and internal staff with professionalism.
3. Coordinate information, maintain records, and prepare correspondence and reports.
4. Assist with data entry, transaction processing, and other essential administrative tasks.
5. Support project coordination and assist with general office administration as required

SELECTION CRITERIA

Essential

- Demonstrated experience in an administrative support role.
- Proficiency in the Microsoft Office Suite, especially Excel.
- Excellent written and verbal communication skills.
- Strong organisational, time management, and multitasking abilities.
- A commitment to customer service and a proactive, problem-solving approach.
- Ability to work effectively both independently and as part of a team.

Desirable

- Previous experience in a local government setting.
- Experience with local government systems, processes, or relevant legislation.
- A current C Class Driver's Licence.

CONDITIONS OF EMPLOYMENT

The conditions of employment for this position are in accordance with the *Northern Peninsula Area Regional Council Certified Agreement 2023 the Queensland Local Government Industry (Stream A) Award – State 2017*, Council's policies and procedures, Council's Code of Conduct, and other legislative requirements.

WORKPLACE HEALTH & SAFETY RESPONSIBILITIES:

The employee shall comply, so far as is practicable, with:

- the *Work Health and Safety Act 2011* and associated Regulations and Codes of Practice
- Council's Workplace Health and Safety Policies and Procedures
- instructions given by their Manager in respect of the Health and Safety of themselves and the Health and Safety of other persons.

The employee is responsible for ensuring Council's WH&S Systems are implemented within their area of responsibility.

We agree that this Position Description accurately reflects the role.

Employee Name: _____ Signature: _____ Date: _____
PRINT

Manager Name: _____ Signature: _____ Date: _____
PRINT

Exec. Manager Name: _____ Signature: _____ Date: _____
PRINT