



JOB TITLE Liveability and Compliance Administrator	CLASSIFICATION Band 4	REPORTS TO Liveability And Compliance Team Leader
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WHAT WE TRUST YOU TO DELIVER




- Provide excellent administration support to the Liveability and Compliance team, effectively responding to requests, complaints and enquiries from residents, Councillors and staff, over the phone, email and on the front service counter.
- Undertake the entry and dissemination of records and data with a methodical attention to detail.
- Provide a high-level customer centric service to all customers and staff, optimising access to information and resources with the continued development of an efficient and effective customer service delivery.
- Prepare high quality and accurate documentation such as final certificates, permits and applications

WHAT YOU'LL NEED TO THRIVE




- Demonstrated experience working in an administrative or customer focused role with well-developed administrative, organisational and time management skills.
- Excellent relationship building skills to achieve positive outcomes with a diverse range of stakeholders
- Ability and desire to provide support to team members and positively contribute to the team culture.
- Proven ability to troubleshoot, identify and solve issues with a view to developing recommendations.
- Demonstrated ability to extract, prepare and collate data for use in reporting and survey work.
- Excellent computer skills, including use of the Microsoft office Suite (experience in Trim and GIS highly desirable).
- Working knowledge of Local Government and post-secondary qualifications in business, administration, customer service or compliance are highly desirable.

WHAT WE'LL DO TO SUPPORT YOU



- » Provide a safe and welcoming environment where you'll be encouraged to innovate and embed new ways of working.
- » Deliver opportunity for genuine engagement and collaboration across all levels of the business.
- » Commit to your long term growth and career development.


WHERE YOU FIT IN AND THE DIFFERENCE YOU CAN MAKE



VISION Council will be an inclusive, healthy, creative, sustainable and smart community.

VALUES Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

OUR CAPABILITY FRAMEWORK OUTLINES THE BUILDING BLOCKS WE USE TO DEVELOP OUR ORGANISATION AND PEOPLE



CAPABILITY	Project Management	Change	Communication	Good Governance	Achievement
LEVEL	1	1	1	1	1
CAPABILITY	Leadership Impact	Decisiveness	Agility	Care	Growth Mindset
LEVEL	1	1	1	1	1