	Position Description
Title	Works Administration Support Officer
Department	Works & Infrastructure
Reporting relationship	Director Works & Infrastructure
Award	Level 2, *South Australian Municipal Salaried Officer's Award*
Tenure	Permanent part-time, 0.60 FTE (45.6 hours per fortnight each)
Position Overview	Both officers support customer requests, operations, projects, contracts, finance and infrastructure data. The Director may assign each officer a primary focus in Customer Requests and Operations or Projects and Data. Both officers share duties and provide cover across the team.

Key Result Areas

Customer Requests and Service

- Monitor approved channels, including shared inboxes, telephone, counter enquiries, correspondence and internal referrals. Record and distribute requests in Council's customer request system.
- Escalate urgent or high-risk matters promptly. Monitor administrative timeframes, follow up missing information and refer overdue responses through the agreed escalation pathway.
- Provide routine service information and refer technical questions, complaints, commitments and disputed outcomes to the responsible officer.
- Record authorised updates and complete administrative close-out after receiving recorded confirmation from the responsible operational officer. Retain the referral and close-out records.

Operational Administration

- Maintain team calendars, leave and on-call information, contact lists, service schedules and shared administrative resources.
- Support meetings, interviews, inductions and routine correspondence. Check standard applications and supporting documents for completeness and route them for assessment or approval.
- Prepare routine works notices and service information from approved material for checking and release through Council's authorised channels.

Project, Service and Records Administration

Project, Contract and Financial Administration

- Maintain project files, registers and trackers. Assemble tender, contract, permit and meeting documents for review by the responsible officers.
- Check contractor licences, insurances and induction records for completeness and currency. Follow up missing or expired records and refer exceptions.
- Collate information for standard regulatory returns and reports for technical review. Enter data, process authorised uploads and distributions, and retain transaction records.
- Enter approved requisitions, account codes and job-costing data. Reconcile routine data against source records, follow up discrepancies and refer exceptions for review.
- Prepare standard extracts, statistics and recurring reports using approved templates and follow up approaching deadlines or missing information.

Wastewater, Waste and Infrastructure Records

- Maintain Community Wastewater Management Scheme (CWMS) property, pump-out, correspondence and service records.
- Maintain kerbside, waste facility and recycling data, customer lists and distribution records for scheduled reporting. Assist with bin and Before You Dig Australia enquiries, approved compliance correspondence, and DrumMUSTER and ChemClear records.
- Support infrastructure asset data collection, consultant document exchange and the filing of approved outputs.
- Maintain complete records in Council’s electronic document and records management system, following approved procedures. Provide planned administrative cover and handovers.

Accountability and Extent of Authority

Work within Council’s approved procedures and any formal delegations. Responsible officers assess requests, oversee or carry out the work and confirm completion. Authorised officers retain responsibility for technical, procurement, financial, regulatory and compliance decisions and approvals.

Skills, Experience and Requirements

Knowledge and Skills

- Working knowledge of customer service, office administration, records, data and routine financial or procurement procedures, and the ability to learn Council's service responsibilities, policies and statutory obligations.
- Proficiency in Microsoft Outlook, Word and Excel and the ability to learn Council's customer request, records, finance, project and asset systems and relevant portals.
- Accurate data entry, document handling and numerical skills, including checking figures and reconciling records against source information.
- Ability to organise recurring tasks, meet deadlines, identify discrepancies and seek guidance on matters outside established procedures.
- Clear, courteous communication with customers, contractors and staff, with discretion, attention to detail and a willingness to share work and improve processes.

Qualifications and Experience

- Experience in administration, customer service, records, data entry, financial processing or project support.
- Experience with spreadsheets, finance or records systems is desirable, as is experience in local government, infrastructure, utilities or a service delivery environment.
- A Certificate III in Business, Local Government, Bookkeeping or a related field is desirable. Equivalent relevant experience may be considered.
- A current South Australian Class C driver's licence is desirable and may be required for approved duties.

Job Requirements and Training

- Complete required induction and training. Maintain confidentiality and comply with Council policies, procedures, delegations and the Code of Conduct.
- Follow work health and safety requirements and safe work practices. Report hazards and assist with corrective actions. Perform other reasonable duties consistent with the classification.

Employee signature _____ Date _____

Chief Executive Officer approval _____ Date _____

Combined position description prepared November 2026