

SELECTION CRITERIA

Essential

Demonstrated knowledge of the Regulatory and Development Services specialty area of a Council with emphasis on planning and development assessment and building application processes

I have a strong focus on upskilling, professional development and the constant will to learn. I have a strong interest in learning and upskilling to improve my knowledge base. I adapt quite quickly to new information through on-the-job experience and I'm always willing to accept assistance and advice from fellow work colleagues to improve my efficiency to benefit both myself and my employer.

Demonstrated experience within the Microsoft Office suite of applications.

I have strong skills in the efficient use of the Microsoft Office Suite- MS Word, Excel, Power Point and Outlook.

I have experience and knowledge in working with Microsoft Excel and Word. I have the ability to create and format Excel spreadsheets, create tables, and navigate through Excel data, including sorting and filtering data. I am familiar with basic mail merging and exporting data to Microsoft Word.

Microsoft Excel was used on a daily basis for a range of activities which relate to my job requirements. Examples consist of; *Staff meeting calendars, staff leave calendars, tree data base, payroll data entry, tree watering program, stump removal lists, contractor work lists, key and padlock register, staff work programs, powerline clearance works, tree planting program, small plant and fleet register, toilet cleaning consumable register, etc.*

The skills I have acquired in the efficient use of Microsoft Office programs are an essential and critical part to the successful operation of the Parks Department.

Sound and efficient word processing skills with a high level of attention to detail.

All duties in my former administration role require sound and efficient skills and attention to detail, taking meeting minutes would be one example.

I am always conscious of spell checking my work as I go, ensuring that I proof read and check grammar and punctuation myself. Any scanned documentation and email attachments are checked for file size and quality before being sent to the recipient (photos, maps, etc.). All documentation in draft form is checked during consultation with my manager and any necessary changes are made. Once approved, the documents are mailed accordingly.

I strive to ensure that my written documents are easy to read and comprehend, I follow my own process by proof reading few times to ensure all sentences/paragraphs make logical sense and are clearly structured.

Demonstrated ability using one's own initiative, setting priorities, planning and organising workloads.

I always ensure that my 'Core' duties (such as Payroll, Customer Requests and Accounts) are completed and take priority over anything else. I have a neatly presented desk and I maintain the housekeeping of my documents at all times. I briefly assess my 'to do' list every morning and again, prioritise my set tasks for each day.

I'm a firm believer in communication and working together as part of a team to solve day-to-day issues, consulting and supporting each other to achieve positive results for our department, Council, ratepayers, and members of the public.

Using initiative and judgement through administrative experience to make decisions.

Strong time management skills with the ability to process high volumes of work in designated timeframes.

I have a strong focus on prioritising my work load, I had to meet strict deadlines on a programed basis such as payroll data entry on a fortnightly basis. Payroll data entry must be precise and it is crucial that all information is correct. I was formerly responsible for meeting Accounts deadlines, and that all invoices are processed through Finance 1, allocated to the correct account numbers and approved by my manager so Council's suppliers are paid accordingly, and on time.

Strong customer service orientation with the ability to communicate effectively and professionally with internal and external stakeholders.

I have interaction on a daily basis with internal/external sources through a wide range of communication methods (Speaking to customers, residents, ratepayers, contractors, other local agencies/authorities, suppliers and internal staff via telephone, email, response letters and fax). I have experience in providing a professional response to telephone enquiries concerning Parks and Gardens ensuring communication and service is courteous, prompt, and professional. Emails are sent and received on a daily basis (to/from internal staff, suppliers, other authorities and contractors) regarding a wide range of issues/enquiries and occasionally send standard response emails to residents regarding their letters (Bluepoints) and requests to Council.

Customer requests must also be dealt with promptly to minimise the chances of customer dissatisfaction and decrease the chances of potential irate customers. Customers are to be contacted as per the timelines specified in councils 'customer service standards' and 'internal customer service charter'. Council staff have the expectation to abide by these customer service standard policies. Customer requests should also be dealt with in terms of urgency and matters which are a concern to public safety. I always strive to address the customer's needs to the best of my abilities, if I cannot answer all questions, I seek advice from senior work colleagues or direct the customer to my supervisors accordingly.

Working together as part of a team to solve day-to-day issues, consulting and supporting each other to achieve positive results for Council, ratepayers, and members of the public.

Regular consultation with managers to seek clarification and guidance to respond to customer enquiries, including internal staff requests to again, see the best possible outcomes for Council and the community.

Desirable

Previous Local Government experience in a customer service environment or a Department specialty area working with relevant Acts and Regulations relating to Building, Environmental Health, Natural Resource Management, Dog Control or Waste Management

I have had 8 years of experience in the Local Government field and have knowledge of Council services and organisational structure.

Operational knowledge of the ECM, Exponare (GIS program) and Pathway systems

Exponare Enquiry 5.6 (Mapping Program)

I am familiar with the use of Exponare Enquiry Mapping program, including confident navigation and utilising the various functions on the software's toolbar and legend. Exponare provides both mapping and satellite views of Council owned reserves, roads (sealed/gravel), private land and property information, and allows searching options throughout all of Moorabool Shire Council. Exponare also display's land owned by other local authorities (Department of Sustainability and Environment, Local water authorities, VicRoads and Vline) and is used in conjunction with Councils customer request system. Exponare is used for a wide range of tasks within Parks Dept.