

Business Support Officer (District Assets)

Reporting to: **Operations Manager**

Location: **District Assets Team (Hokitika)**

Date Reviewed: **August 2018**

Position Purpose

The District Assets Group is responsible for activities including 3 waters (Stormwater, Wastewater and potable water), Transportation, Solid Waste, Development Control, Parks and Reserves, Land and Buildings, Cemeteries and Asset Management. The Business Support Officer is responsible for provision of administration support to the whole team across all of these activities.

Functional Relationships

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Chief Executive • Executive Team • Mayor and Councillors • Westland District Council staff 	<ul style="list-style-type: none"> • Ratepayers, Residents and the General Public • Government Departments • Local Authorities • Local Government New Zealand • Contracting organisations

Limitations of Authority:

As defined in the Delegations Manual.

Financial: N/A

Staff: N/A

Operational:

Key Tasks and Responsibilities

1. Receive and datalog all customer service requests from external customers.

Expected Results:

- The CRM database is maintained for KPI reporting
- Posting of customer notifications to WDC web interface and associated E-TxT's for public awareness.

2. Manage the external mail for District Assets and follow up on response deadlines

Expected Results:

- All mail is provided to the appropriate person and responses tracked to ensure deadlines are met.

3. Organisation, coordination and support of team meetings and any other meetings for the District Assets staff.

Expected Results:

- a) Agenda's and minutes are prepared and circulated
- b) Room bookings and catering arrangements are taken care of.

4. All relevant databases across the District Asset Functions are maintained

- a) All inputs into the databases are timely, correct and error free
- b) Monthly returns are completed.
- c) Cemeteries database is up to date and information readily accessible by all users.

5. General Administration and Word processing support for the team

Expected Results:

- a) The team are supported with timely general admin support as and when required
- b) Experienced in utilising Excel spread sheets.

6. Assist in managing the purchase order workflow for the team.

Expected Results:

- a) That you area a super user of the MAGIQ system able to problem solve most issues within the department that arise with the system
- b) Deadlines are met in accordance with internal service level agreements and the Finance Department

7. Collect and administer the data workflow for input into AssetFinda

- a) All data required as the flow process is captured from all activity managers and provided to Asset Management / GIS for input into relevant databases

8. To work with other Business Support Staff

- a) Business Support Officers provide coverage and support to each other as required and authorised by relevant Managers
- b) Backup reception duties are provided as required

9. Other Duties

Expected Results:

- a) Supporting the team by completing other duties as and when they arise

HEALTH AND SAFETY:

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.

- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

To meet the Council’s statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council’s emergency response.

Person Specification

Qualifications/Experience

- Minimum NCEA Level 3 or equivalent
- Minimum 2 – 3 years in an Office Administration role
- Minimum of intermediate level proficiency with Microsoft office applications

Skills / Attributes

- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent Customer Service skills
- Ability to manage time and prioritise and organise workload
- A high level of interpersonal skills and an ability to work well in a close team environment.

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

Employee’s Signature

Date

Manager’s Signature

Date