



Position Specification

Position Title:	Technical Support Officer
Unit:	Assessment
Reports To:	Executive Officer
Accountable To:	Manager Assessment
Position Grade:	6

Prepared By:	Liz Coad – Manager Assessment
Approved By:	Dominic Johnson – Group Manager Environment & Planning
Employees Signature:	

BUDGET

Direct	
Operating Expenditure:	N/A
Capital Expenditure:	N/A
Indirect	
Operating Expenditure:	N/A
Capital Expenditure:	N/A
Delegated Purchasing and Payment Limit	N/A
Staffing	
No. of Staff (Direct Reports)	N/A
No. of Staff Monitoring (Indirect Reports)	N/A

PRIMARY OBJECTIVES

- To provide administrative and para-technical support to enable the Assessment Team to achieve its performance standards.
- To ensure all telephone enquiries are handled efficiently and referred appropriately, where possible answering enquiries to minimise task interference of Assessment Officers;
- To actively manage internal and external referrals and ensure comments are received within allocated timeframes;
- To ensure notification of development applications is in accordance with Council's policy;
- To ensure all databases are maintained accurately;
- To ensure all word processing is accurate and timely;
- To provide relief technical support to the other sections of the Environment & Planning Group.
- To meet and go beyond customers' expectations.

KEY ACCOUNTABILITIES

- Notification and referral of development applications;
- Typing reports, letters, consents, preparing stamped plans;
- Updating and maintenance of databases;
- Archive searches, compliance checks;
- Answering phone and letter enquiries to minimise task interference of Assessment Officers;
- Maintaining and securing records;
- Providing a high level of customer service in an efficient and professional manner;
- Organising meetings, co-ordinating agendas and taking minutes.

OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Specification, City of Ryde policies procedures and instructions and work method statements where appropriate. You are also responsible for the following:

Occupational Health & Safety

- reporting all injuries/illnesses, incidents, hazards, potential hazards, near misses and damage to City of Ryde property to your Team Leader;
- performing your duties in a safe manner so as not to put yourself or others at risk of harm;
- actively participating in OHS training when required;
- wearing Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- taking care of any plant or equipment that they use;

Injury Management

- If injured at work, cooperating and participating with any injury management program and return-to-work plans (if applicable);
- If injured at work, complying with obligations imposed under the injury management and return-to-work plans (if applicable);

Risk Management

- Maintaining all tickets, licences, operative training etc required for the job either by legislation or through City of Ryde policies and procedures and advise Team Leaders of any change to these;
- participating in workplace inspections if required;
- participating in risk assessments with their Team Leader when required.

EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

As a staff member

You have the **right** to:

- a workplace that is free from unlawful discrimination and harassment;
- fair practices and behaviour in your workplace;
- competitive merit-based selection processes for recruitment or promotion;
- training and development that enables you to be productive in your work and to pursue a career path;
- equal access to benefits and conditions; and

- fair processes to deal with work related complaints and grievance.

You have the **responsibility** to:

- work to the best of your ability and provide quality service to customers;
- recognise the skills and talent of other staff members;
- act to prevent harassment and discrimination against others in your workplace;
- respect differences among your colleagues and customers such as cultural and social diversity;
- treat people fairly (don't discriminate against or harass them); and
- work in keeping with the City of Ryde's EEO Management Plan and other EEO Policies.

SELECTION CRITERIA

Essential

- Excellent word processing skills
- Data entry experience
- Records management experience
- Customer service experience and ability to show initiative to achieve outcomes
- The ability to work in a team environment & to handle a high workload in an efficient and professional manner
- Good understanding of development assessment processes and willingness to learn new skills and participate in business improvement.
- Knowledge of and commitment to OHS and EEO principles

Desirable

- Shorthand or dictaphone skills
- Excellent computer literacy
- Ability to work with limited supervision.