Kingborough

POSITION DESCRIPTION

OPERATIONS SUPPORT COORDINATOR

POSITION DETAILS

Position No.	000789	**Department**	Works
Employment Status	Ongoing full-time	**Location**	Municipal Depot, Kingston
Unit	Works	**Classification**	Executive Officer Level 2

POSITION OBJECTIVE

To provide high-quality business, operational, financial and administrative support to the Works Department, contributing to the effective planning, coordination and delivery of infrastructure, road, parks and building services.
The position supports works programming, procurement processes, budget administration, customer request management, asset information systems and continuous improvement initiatives to achieve efficient and compliant service delivery.

KEY FUNCTIONS AND RESPONSIBILITIES

Operational Planning and Coordination

- Provide administrative and business support to the Works Coordinators in the development, implementation and monitoring of operational works programs.
- Assist in scheduling and tracking maintenance, construction and infrastructure projects across roads, parks, buildings and public facilities.
- Assist with performance reporting.
- Assist in identifying and implementing improvements to operational processes and workflows.
- Coordinate the administration of Councils fleet management function, including vehicle and plant registrations, servicing in schedules, inspections, fuel usage monitoring and replacement planning
- Assist in monitoring fleet utilisation, operating costs and whole of life asset performance and provide reports to management
- Monitor maintenance requests, work orders to ensure service delivery standards area achieved
- Act as the primary administrative contact for Works Department customer service requests.
- Coordinate the receipt and allocation of customer requests within Council's customer request management system and provide reports on customer service performance.
- Liaise with internal and external stakeholders to ensure enquiries are addressed in a timely and professional manner.

Procurement and Contract Administration

- Assist in the preparation, administration and evaluation of quotations and tenders in accordance with Council policies and legislative requirements.
- Support contract administration activities including record management, contractor engagement and performance monitoring.
- Raise purchase orders and process procurement documentation.
- Assist Works Coordinators and the Manager Works in preparing annual operating and capital budgets.
- Maintain accurate financial records and support budget forecasting activities.

Business Improvement and Technology

- Identify opportunities to improve administrative and operational processes.
- Assist with the implementation of new systems, technologies and business practices.
- Promote efficient use of digital systems and electronic workflows.
- Support a culture of continuous improvement and innovation.

General Duties

- Order and maintain stocks of PPE, uniforms, first aid supplies, office supplies and other departmental resources.
- Undertake projects and other duties as directed by the Manager Works.
- Perform duties within the employee's skills, competence and training.

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Employees at this level provide technical advice and direction to their team within the scope of the role and the delegations approved by Council.

Judgment and problem solving: Problems require assessment of a range of options having elements of complexity in reaching decisions. Assistance is also available from other senior members of the Works and Engineering Departments.

ORGANISATIONAL RELATIONSHIPS

Reporting Relationships

1. **Internal** - Works department management team and all staff.
2. **External** - Community, customers, contractors, consultants, local government professionals, Government agencies.
3. **Direct Reports** - This role reports to Manager Works and supervises Technical Support Officer.

SKILLS KNOWLEDGE AND EXPERIENCE

Essential

- Experience providing high-level administrative and business support.
- Experience assisting with budget monitoring and financial administration.
- Experience in procurement, contract administration or purchasing processes.
- Experience using business systems, records management systems and Microsoft Office applications.
- Experience in fleet administration, maintenance scheduling or plant management
- Strong written and verbal communication skills.
- Well-developed report writing and document preparation skills.
- Excellent organisational and time management abilities.
- Strong attention to detail and data accuracy.
- Ability to analyse information and identify practical solutions.
- Ability to establish productive working relationships with a broad range of stakeholders.
- Ability to work independently and as part of a team.

Desirable

- Local Government experience.
- Knowledge of local government infrastructure and maintenance operations.
- Knowledge of procurement and contract administration practices.
- Knowledge of asset management principles.
- Understanding of Local Government legislation and governance requirements.
- Experience with Asset management or Works scheduling software

Licence

- Current Driver's licence
- White Card – Working safely in the construction industry.
- Police Check

Technical Capability

- Microsoft Office Suite, particularly Excel, Word and Outlook.
- Electronic records management systems.
- Financial and procurement systems.
- Asset management and works management systems.
- GIS software (desirable).