

# POSITION DESCRIPTION

## Trainee – Business Administration



### About the position

#### Profile

Position title	<b>Trainee – Business Administration</b>
Position number	1024
Department	Communication, Information & Administration Services
Current location	Surat
Classification	Training Wage Award State – 2012 – Level A / Maranoa Regional Council Certified Agreement 2019
Reports to	Manager – Communication, Information & Administration Services
Date last reviewed	13 November 2020

#### Purpose

This role provides professional work experience aligned to the business administration course while contributing to the delivery of required service level standards for Council's Customer Service, Library and Tourism teams.

Under the guidance and direction of the Manager and experienced team members, the Trainee will develop skills, knowledge and experience associated with business administration by:

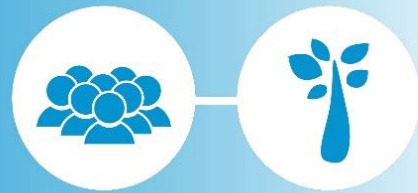
- Undertaking general administration tasks
- Providing quality customer service
- Completing a Certificate III in Business Administration

#### Key responsibilities

- **Communication, Information & Administration support**
  - Research and collate information, data and statistics and prepare basic reports
  - Prepare a wide range of documents including reports, correspondence, forms and flyers etc.
  - Creating files and maintaining electronic records
  - Provide courteous and friendly service to internal and external customers via phone, face to face and email
  - Assist with the coordination and preparation of meetings and recording minutes
- **Community Development support**
  - Provide assistance to the library teams for membership applications, loans and renewals
  - Undertake general administrative tasks as required for Council's Visitor Information Centre, Art Gallery and Museum
  - Provide administrative support for the delivery of community-based programs and events such as Australia Day, Anzac Day and other Council events

# POSITION DESCRIPTION

## Trainee – Business Administration



- **Certificate III in Business Administration**

- Actively participate in the course as scheduled
- Successfully complete all assessment tasks and other course requirements within allocated timeframes
- Undertake on the job training in the workplace and achieve work outcomes as directed

- **Other**

- Undertake duties within the skill level, competence, and training, consistent with the applicable level within the Award, in any area of Council as required
- Assume the accountabilities and responsibilities as per the relevant role dimensions and delegations for the position
- Demonstrate a strong commitment to Maranoa Regional Council's values and team goals

### Our values

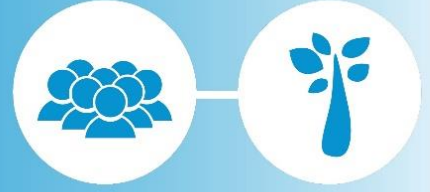
- ✓ Striving for excellence
- ✓ Being respectful
- ✓ Showing empathy
- ✓ Ensuring honesty
- ✓ Providing transparency
- ✓ Encouraging innovation and efficiency
- ✓ Demonstrating accountability
- ✓ Ensuring the safety of our teams and community
- ✓ Thinking about today and tomorrow

### Our teams' goal

- ✓ **Quality** in our services and projects
- ✓ **Safety** of our teams and community
- ✓ Management of our natural and built **Environment**
- ✓ **Affordability** of our current and future communities

# POSITION DESCRIPTION

## Trainee – Business Administration



### About the person

#### Qualifications and licences

Although not mandatory, the below qualifications and licenses are highly desirable:

- Current C (Car) Class Driver Licence

#### Required skills and experience

To be successful in this role you will have:

- Ability to meet the eligibility requirements as outlined in the Traineeship Information Kit
- Sufficient language, literacy, and numeracy skills to complete the required online course work for Certificate III in Business Administration
- Ability to seek and accept constructive advice and direction from mentors and more experienced colleagues
- Self-motivation and willingness to take responsibility for own development and learning needs
- Ability to provide courteous and friendly customer service to internal and external stakeholders
- Demonstrated interest in the administration or other related field
- Ability to demonstrate a strong commitment to Maranoa Regional Council's values and team goals