



**Temora Shire Council**  
ABN: 55 048 860 109  
105 Loftus Street  
Temora NSW 2666  
Ph: 02 6980 1100 Fax: 02 6980 1138  
Email: temshire@temora.nsw.gov.au

**Position Description & Specification**  
**Administration Trainee**  
BUS-HRPD-015

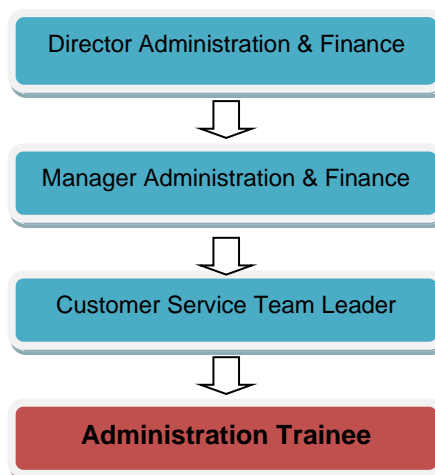
*Please note that Position Descriptions are under constant review and may be changed, after consultation, to reflect organisational requirements at any time.*

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**POSITION:** Administration Trainee  
**SECTION:** Administration  
**SUPERVISOR:** Customer Service Team Manager  
**HOURS OF WORK:** 70 Hours per fortnight

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**POSITION REPORTING HIERARCHY:**



**POSITION OBJECTIVES:**

- To learn the Cashier/Receptionist duties for Council's Administration Department
- To assist in carrying out the day to day activities within the Administration Department
- To assist the Cashier/Receptionist and other office administration staff when required
- To gain an understanding of the operations of Local Government

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**KEY RESPONSIBILITIES & DUTIES:**

**1. Daily Duties**

- Opening Procedures:
  - ✓ Check phone is diverted from message bank
  - ✓ Hang flag
  - ✓ Fill photocopiers with paper
  - ✓ Turn on TV & DVD Player
  - ✓ Check kitchen
  - ✓ Cash receipting – reconcile monies, prepare float
- Morning Street Run:
  - ✓ Deposit banking & mail, other errands as required
- Morning Tea;
  - ✓ Prepare morning tea to be served at 10.15am daily
  - ✓ Open mail
- Filing
- Photocopying/Faxing
- Shredding
- Outgoing mail
  - ✓ Enter daily mail on register
  - ✓ Reconcile register
- Afternoon street run
  - ✓ Deliver mail to Post Office, deliver letters in main street
- Closing procedures
  - ✓ Open government mail and any mail from over the counter
  - ✓ Balance cash receipting
  - ✓ Take down flag

**2. Weekly/Fortnightly Duties**

- Check all copiers for paper, keep clean & tidy
- Strong room, file receipts & other documents
- Newspapers – keep copies of Council related items in scrap book, log advertisements
- DVD – prepare slide show
- Pay envelopes – sort & distribute

**3. General Duties**

- Counter Enquires:
 

Handle counter enquires and ensure that all necessary information is passed onto the appropriate person in an efficient and courteous manner.
- Customer Requests:
 

Any complaints/requests that come over the phone or the counter should be entered in the customer request system. Urgent complaints are to be reported to the relevant staff member immediately.
- Additional Duties:
 

Any additional duties as directed including assisting other functions of Council in various tasks.

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**ESSENTIAL CRITERIA:**

- Good communications skills
- Be personally well presented
- An eager & willing attitude to learning
- An ability to work well within a team
- Some knowledge of council services
- An ability to listen & follow directions from all senior staff
- Willing to undertake Certificate III in Business Administration and eligible under the Australian Apprenticeships Incentive Program Guidelines.

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