



ASO2 Fleet Administration Officer Physical Assets Services Branch

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

PASB is comprised of seven units: Capital Projects Unit, Major Projects Unit, Strategic Infrastructure & Assets Unit, Contracts, Impound & Armoury Unit, Strategic Operations: Fleet & Property, Facilities Management Unit, and Business Management Unit. A 'one team' mindset driven by leadership at all levels, that is focused on achieving our Vision and Key Strategy allows us to realise the full potential of our workforce and ensures service excellence. To achieve this, members adopt a problem solving, informative approach.

The Fleet Administration Officer is accountable to the Fleet Commercial Manager for providing high quality customer service for Fleet front counter operations, ensuring a well coordinated, positive and professional reception for Fleet and Radio Technical Services Unit, including timely query response management function.

The incumbent will provide timely administrative support including correspondence management, filing and support for fleet operational requirements as required to maintain business continuity.

Service

Integrity

Leadership

Collaboration

Courage

Respect



Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Fleet Operations - Netley
Qualifications	Must have a current unencumbered Class C drivers licence
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL's iEngage program.

Reporting / Working Relationships

The Fleet Administration Officer is accountable to the Fleet Commercial Manager.

The role must maintain a close working relationship with Fleet Team Support Officer and other Fleet Operations unit staff in a close knit team at the Netley Fleet facility. The Fleet Customer Service Officer will liaise with a wide range of stakeholders and customers and co-located units including Radio and Technical Services Unit and contracted suppliers.

KEY OUTCOMES

- Ensure the provision of the highest standards of professional customer service to clients at all levels through effective verbal, email and face to face customer interfaces and through timely and appropriate responses to customer enquiries:
 - This includes proactive and professional management of Fleet Operations Unit Front Service Counter activities including assisting SAPOL officers, general public, suppliers, key contractors, couriers, Facilities Management contractors and general enquiries.
 - Ensure timely answering of phones at front reception as first point of enquiry management, and assisting with Radio Technical Services Unit enquiries as required
- Assist in the provision of an effective and efficient administrative support, customer service and support for operations by undertaking a variety of tasks as required which may include:
 - Timely and effective management of fleet coordination activities with Prixcar and AP Fleet including log book replacements, key returns and other tasks as assigned.
 - Assistance with new Vehicle deliveries to Netley Fleet Operations Unit
 - Assistance with tow truck activities for returns and deliveries to Pickles auctions
 - Timely and efficient coordination of activity in the generic Fleet email account for query redirection and tracking of responses
 - Assessing requests, redirecting where appropriate and undertaking follow-up enquiries;
 - Preparing, receiving, collating, processing and disseminating various fleet related documents and data which require entry into SAPOL computer systems;
 - Coordinating the management of relevant correspondence and filing systems, filing and general administration to ensure a well organised office and front counter area.
 - Undertake alternative support duties as required from time to time within the Unit consistent with Fleet Operations business needs.
- Contribute as appropriate to continuous development, implementation, maintenance and contribute to improvement of administrative practices, policies, procedures and standards;
- Provide timely, positive and professional management of all enquiries, effective problem solving and contributing to resolving any issues to maintain high quality service delivery;
- Contributing positively and actively to ensure a high performing team environment and collaborative work culture, and assist with other areas of activity where appropriate; and
- Actively undertake training, participate in multi-skilling and as new initiatives are developed, be prepared to adapt to changing work practices and ways of providing support to clients.
- Participation in regular performance review and development.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Ability to use initiative, manage high volumes of work and problem solve in a fast paced environment with tight deadlines.
- Ability to professionally communicate both verbally and in writing to all levels of personnel and respond appropriately to the needs of customers and client groups.
- Ability to work with positive and proactive attitude both as an individual and part of a multi-disciplinary team and achieve agreed objectives, and ability to work collaboratively with external suppliers and build harmonious working relationships.
- Ability to use personal initiative to coordinate and prioritise own workload and when required, that of other team members.
- Possess a high level of personal integrity and credibility and maintain confidentiality.
- Proven experience in the use of personal computers with high level skills in the Microsoft package of software applications, including word processing/formatting, excel databases, records management and spreadsheet software packages.
- Advanced skills in data entry, accurate data management and ability to maintain up to date information databases.

Desirable Characteristics

- Certificate in Administration or other relevant discipline.
- Demonstrated experience working in a large organisation with a diverse group of stakeholders, contractors, suppliers, technical and administration staff.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.