



**SA COUNTRY FIRE SERVICE
Role Description**

JOB TITLE: Regional Administrative Officer CLASS: ASO2 ROLE NO.: DATE: September 2019	ORGANISATION: South Australian Country Fire Service SECTION: Regional Operations TEAM: All Regions
This Role Reports to: <ul style="list-style-type: none"> • Regional Commander 	Reporting to this Role: <ul style="list-style-type: none"> • Nil
Primary Purpose of Role <ul style="list-style-type: none"> • Provide a comprehensive administrative, secretarial and clerical service to personnel located within the Regional Office • Contribute to the development and maintenance of an effective, administration, document, file and records management system • Provide a high quality information and reception service to volunteers, members of the public and other agencies on a broad range of activities associated with the CFS • Provide on the job training and mentoring to clerical trainees and temporary agency staff placed in the Regional Office • Contribute to effective and efficient injury management by promptly and accurately processing WorkCover claims by injured volunteers 	
Outcomes <ul style="list-style-type: none"> • High standard of word processing and data entry service • Efficient and effective systems of work within the front office environment • Efficient and effective administration, document, file management and record management processes • Professional 'first point of contact' • Prompt, effective, sensitive, friendly and professional handling of personal and telephone enquiries • Volunteers and members of the public are directed to the most appropriate staff member • Efficient message taking service whereby messages are processed accurately and promptly • Clerical trainees and temporary agency staff are trained to provide a high level of service • Prompt and accurate records are kept of WorkCover claims 	

Resource Management

- Nil

Desirable Attributes

- Experience in the emergency services sector
- An understanding of the aims of emergency services
- An understanding of the volunteer ethic
- Certificate in office administration or similar
- Typing speed 50 wpm

Key Relationships/Interactions

- Regional Commander
- CFS staff
- CFS Volunteers
- Staff of other emergency service organisations
- Local Government
- Community Groups
- General public

Essential Attributes (Knowledge/Skills/Experience Requirements)

- Excellent oral communication skills, including the ability to empathise and negotiate with a diverse range of callers under varying conditions (eg heavy workloads, aggressive callers, internal requests, etc) in a courteous, confident and professional manner
- Sound written communication skills.
- Ability to identify problems and implement innovative solutions within Organisational policies and procedures
- Ability to maintain confidentiality and integrity
- Ability to prioritise and produce quality work under pressure with limited supervision and be able to work cooperatively in a team environment
- Experience in the complete suite of Microsoft Office software
- Knowledge of records management
- Experience in organising meetings, recording of minutes and arranging itineraries, travel and accommodation
- Experience in maintaining an appointment diary
- Experience in developing and implementing administrative procedures
- Ability to provide executive support

Essential Qualifications

- Nil

Key Challenges

- Operating in a highly public and politically sensitive environment
- Operating in an emergency operations context

Employment Conditions

- Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation.
- The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.
- The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

WHS & EEO

- The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.
- Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

Customer Service

- The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

Special Conditions

Through the application of the Australasian Inter-service Incident Management System (AIIMS), CFS personnel may become involved in coordinating, commanding and/or controlling the resources of the CFS (and other agencies) in the management and normalisation of emergency situations. The CFS has an Operational Rank Structure, which is based on the attainment and demonstration of operational competencies. CFS staff may be assigned to a specific rank in accordance with the CFS Operational Competency System.

- Current Driver's Licence essential
- Must be prepared to multi-skill in a small administrative section
- In emergency situations, may be required to perform operational support duties appropriate to his/her level of competency
- May be required to work flexible hours to support the operational requirements of the Region
- There is a requirement for the incumbent in this role to be rostered to work on Saturday, Sundays and Public Holidays in accordance with CFS organisational requirements. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remuneration will be in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.
- As part of employment within the CFS the incumbent will be required to perform operational duties during emergency situations. When undertaking operational duties the incumbent may be rostered to work on Saturday, Sundays and Public Holidays. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 and the S.A. Public Sector Salaried Employees Interim Award.

Signature: **Date:**/...../.....

Delegate