

Position Description

Operational Delivery Support Officer

Your role:	Operational Delivery Support Officer
You will report to:	Coordinator Fleet and Operational Delivery Services
Your Directorate:	Environment and Infrastructure
Your Salary Level:	General Officer Level 4
Special Conditions:	Subject to medical and police clearance

Position Overview

In this position you will provide a broad range of operational delivery support actions such as timely and effective customer service and administrative duties. While based at Council's Southern Operations Centre (Heathfield Depot), you will have interactions with a broad range of internal and external stakeholders including teams across the Environment and Infrastructure Directorate and broader Council organisation.

You will perform a range of activities and will be required to exercise initiative and judgement when addressing problems and making decisions within established guidelines, legislation, policy, and procedures. This position will require you to work autonomously with general direction from the Coordinator Fleet and Operational Delivery Services, with assistance available from senior officers on broader aspects of work. You will have a proactive approach, where sensitivity and strict confidentiality are essential.

About the Team

You will be part of a Directorate dedicated to shaping a vibrant and thriving community through visionary leadership, active collaboration, continuous improvement and a commitment to excellence in service delivery. You will be part of a team that fosters strong community connections and strives to deliver outstanding outcomes for our Environment and Public Spaces. Guided by the principles of the Customer Service Framework, Council employees are passionate about providing exceptional service that places our community at the heart of everything we do.

Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.



Our values

Available	we make it easy for our customers and colleagues to reach us
Helpful	we are approachable and always willing to assist our customers and each other
Empathic	we share our knowledge and commit to dealing with our customer queries responsibly
Responsive	we are responsive to the needs and requests of our colleagues and customers. We keep them informed at all times so they know what to expect from us
Reliable	we are honest, accurate and consistent in all that we do

Your Stakeholders

Internal	Elected Members, Directors, Managers, and other employees across the organisation in particular Operations staff and Customer Service
External	Customers, residents, contractors, consultants, sporting bodies, community groups, other government agencies, service providers, authorities (State and Federal) and other Councils

Position Responsibilities

- Support the Coordinator of Fleet and Operational Delivery Services to procure and maintain operational materials and resources. Undertake monthly financial management reconciliation and reporting requirements relating to operational business.
- Implement Community Wastewater Management Systems (CWMS) Stakeholder engagement and provide timely and accurate correspondence to external parties informing them of CWMS delivery requirements.
- Monitor service delivery actions across operational functions, Assist with Salesforce and Confirm system integration and field based hardware support. Engage with customers to enable service delivery outcomes to be achieved.
- Assist progression of customer requests and triaging of cases within Salesforce and Confirm Management Systems to enable subject matter experts to provide timely responses. Including assessment, contact with external customers, updating, and closing out of activities within Corporate Systems.
- Implement new operational delivery support processes to streamline work practices, support Depot Coordinators, Supervisors, Managers and the Directorates Executive Assistant to achieve required outcomes.
- Provide a central point of contact for Council's Customer Experience team to escalate operational customer service matters, liaising and working with this team as well as other areas of the directorate to increase customer experience. This requires a broad knowledge and up to date understanding of all operational activities.
- Maintain corporate WHS systems to ensure relevant licenses/tickets and personnel records are captured and maintained. Maintain registers and other required documentation for administrative and reporting purposes.

Position Criteria

Technical Knowledge & Experience	<ul style="list-style-type: none"> • High level of communication and interpersonal skills • Working knowledge of Microsoft 365 suite of products. • Manage time, plan and prioritise projects and tasks and organise work to meet deadlines and meet statutory regulations. • Ability to manage time with competing priorities. • Ability to adapt to a changing work environment (Numerous sites, teams and operational activities) • Ability to deal with confidential information in a discrete manner 	Essential
	<ul style="list-style-type: none"> • Experience in office administration and customer service, with Local Government experience desirable. • Experience providing support to operational staff. • Working knowledge of GIS based operational workflow management systems. 	Desirable
Collaboration and Communication	<ul style="list-style-type: none"> • Experience preparing staff communications including sourcing information from teams and leaders. • Ongoing interaction with broad range of internal and external customers and staff. 	Essential
Qualifications	<ul style="list-style-type: none"> • Car Drivers Licence 	Desirable
Customer Service	<ul style="list-style-type: none"> • Excel at providing a positive customer service experience to internal and external stakeholders 	Essential
Government Experience	<ul style="list-style-type: none"> • Experience working in a government environment 	Desirable
Corporate Experience	<ul style="list-style-type: none"> • Working knowledge of Office 365 and use of corporate technology • Experience in utilising corporate systems in either financing, reporting, record keeping, customer requests or maintenance systems. 	Essential

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards but not limited to, our Organisational Values and Code of Conduct for Employees.

Job Requirements Guide

Frequency guide

- | | |
|-------------------------------------------|----------------------------------------------|
| 1. Constant (ongoing, occurs daily) | 2. Frequent (occurs 1-2 times daily) |
| 3. Occasional (occurs 2-4 times per week) | 4. Infrequent (occurs once per week or less) |

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y					
Walking	Y		X			
Sitting	Y		X			Working at computer
Bending /twisting the back	N				X	
Bending /twisting the neck	N				X	
Kneeling/squatting/ crouching	Y			X		
Climbing e.g. stairs/steps/ladders	Y			X		
Reaching forward /sideways >30 cm	N					
Working with hands above shoulder height	N				X	
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	N			X		
Gripping/grabbing	N		X			
Fine hand coordination	Y				X	
Holding/supporting any object or person	N				X	

Environmental						
Work in an indoor/outdoor environment	Y	X				
Work at heights	N					N/A
Work in confined spaces	N					N/A
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N				X	
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N				X	
Exposure to fumes/dust	N				X	
Managing security/private information	Y			X		

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	N				X	

Dealing with difficult/complex negotiation of a personal nature	N				X	
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	N					N/A
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y		X			
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				

