# **Position Description**

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| **Position Title** | **Ranger Administration Officer** |
| **Directorate** | Sustainable Economy and Communities |
| **Level** | EA Level 4/5 |
| **Reports to** | Coordinator Ranger Services |
| **Responsible for** | Nil |
| **Primary Location** | Margaret River Civic Administration Centre |
| **Delegation** | N/A |

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| **Position Overview** |

Provide confidential clerical and administrative support to the Ranger team.

Establish and maintain clerical and administrative tasks, carrying out these tasks accurately and within designated time frames.

Liaise with other staff on all matters relating to secretarial and administrative support to the Ranger and Emergency Services.

Maintain and coordinate the administrative duties including the coordination of contractors for the Shire’s cemeteries.

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| **Position Responsibilities** |

**Ranger Administration**

* Maintain, implement and register Ranger procedures, templates, forms and information sheets and develop new to assist internal and external customers. To be available on Shire website and Intranet.
* Create reports for statistical purposes using a variety of tools including, Rangers investigations, job sheets and compliance related infringements as well as independent statistics.
* Provide confidential and other administrative support to Coordinator Ranger Services.
* Assist Coordinator Rangers in, administrative systems and procedures within Ranger Services including customer service and request follow ups, action items from meeting minutes, record keeping, and ensuring all are adequately resourced and effectively managed;
* Collate information for the Shire’s annual report;
* Responsible for arranging meetings and appointments for Rangers and Coordinator Rangers.
* Prepare draft correspondence for Ranger Services and respond to correspondence and enquiries as required;
* At request of Coordinator Rangers, coordinate staff training including bookings, liaison with trainers and training companies, accommodation requirements, travel arrangements, certificate distribution upon completion.
* Compilation and distribution of agendas, as well as attend meetings for the recording and preparation of minutes, and registering minutes and agendas in line with Shire’s policies and procedures;
* Record Investigation Sheets
* Ongoing development of a paperless society for Rangers.
* Responsible for ordering stationary, JTags, PPE and uniform.
* Proofreading and ensuring correspondence/brochures etc meet Shire Corporate Guidelines.
* Responsible for providing advice to Coordinator Rangers on policies and procedures applicable to administrative situations, when new policies and procedures are updated/endorsed.

**Cemeteries**

* Coordinate the administration component of Cemeteries including process of burial applications, headstone applications, niche wall applications and reservations.
* Provide advice and assist clients with design of plaques for niche walls utilising Arrow Script and liaising with manufacturer.
* Prepare and issue correspondence to relevant stakeholders – internal/external, in regards to Grant of Right of Burials.
* Research historical information in regards to Renewal of Grant of Right of Burials, correspond with families and advertise re expiration of grant.
* Manage data recording and statutory requirements
* Maintain the Cemetery and Cremation Registers in accordance with Cemeteries Legislation
* Firm knowledge of Cemetery legislation required
* Perform Audit of Cemeteries
* Liaise with families in regards to internment of ashes.
* Initiate permit renewals for Funeral Directors and Stone Masons.

**Customer Service**

* Respond to basis customer service requests and enquiries. Matters of a more complex nature to be referred to the relevant Ranger or Legal Officer.
* Respond to enquiries in a timely and positive manner and initiate action as required in accordance with Legislation.
* Undertake front counter customer service duties including providing recommendations and advice to customers on cemetery and infringement requests.
* Responsible for maintaining Rangers Intranet and Internet pages;
* Complete timesheet checklist and follow up of all missing timesheets prior to lodging with Payroll/Human Resources;
* Assist Rangers with enquiries whilst they are on the Road and maintain contact through mobile phones, in particular during fire incidences.
* Prepare advertisements and promotional material including advertising to the public through the Community Update and the gazetting of officers and local laws

**Financial**

* Generate invoices for burial applications, kennel and funeral director permits.
* Provide information regarding new creditors and liaise with Finance to set up new creditors;
* Ensure requisitions are issued for all purchases as required, within the current budget allocation
* Undertake research and analysis to assist coordinator with budget reviews/forecast.

**Bushfire**

* Undertake orders and requisitions in respect to compliance of the Fire Break Notice.
* Compilation and distribution of agendas, as well as attend meetings for the recording and preparation of minutes, and registering minutes and agendas in line with Shire’s policies and procedures (BFAC);
* Coordinate and administer warning and infringement letter through intramaps system.
* Assist Rangers with logistics
* Bushfire Incidental Reimbursements

Answer queries relating to correspondence relating to all aspects, requirements etc.

**Dogs and Cats**

* Assist Rangers and general public in regards to Dog/Cat registration information
* Administer Dog Registration Renewals and Cat Registration once adopted.
* Administer Final Demands in regards to non-registration and other dog related infringements.
* Administer Infringements in regards to dog related infringements
* Initiate permit renewals for Kennel Licences.
* Maintain Dog Pound Register in accordance with Dog Legislation.

**Fines Enforcement Registry/Infringements**

* Resolve technical issues in conjunction with IT Vision.
* Administrate, advise and provide on the job-training to all staff in Synergy Soft – in particular fines enforcement and Records.
* Input and administer infringements, including preparation of documentation for payment plans, withdrawals etc.
* Administer templates for Synergy Soft Fines Enforcement and Records operating systems;
* Consultation with staff to resolve IT issues.
* Coordinate, administer and prepare Final Demands through the FER system;
* Coordinate, administer and prepare FER Certificate for submission to FER via their online portal.
* Coordinate and administer the uploading of information received on paid infringements and infringements submitted to FER.
* Administer download and inputting of vehicle registration data to/from Department for Transport.
* Liaise with Governance to ensure signatories are up to date.
* Sound knowledge of FER legislation in regards to time frames and legislation.

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| **Position Requirements** |

**Essential**

* Well-developed administrative skills – including sound keyboard skills, knowledge of Microsoft Office applications, financial support and attention to detail.
* Understanding of working with and applying industry standards and legislative requirements to the Rangers area.
* High level of written and oral communication skills, including report and letter writing.
* Experience in providing customer service of a technical nature.
* Demonstrated ability to use initiative, problem solving and effective research skills in order to develop and refine relevant internal procedures, databases, registries and systems.
* Ability to contribute and interrelate effectively within a team.
* Proven ability to work autonomously and promote sound personal time management skills.
* Possess a current Western Australia “C” Class Drivers Licence.

**Desirable**

* Qualification (or progress towards) – Municipal Law A and B.
* Working knowledge of local area and community and issues pertaining to the Shire of Augusta-Margaret River.
* Detailed knowledge of Council’s organisational structure and functions.
* Working knowledge of Legislation/Local Laws for Cemeteries, Bushfires, Caravans and Camping, Parking, Littering, Dogs and Cats, Thoroughfares and Public Places.
* Competent in operating Shire Corporate systems – Synergy, Fines enforcement recovery, on-line ordering or like.
* Working knowledge of Intramaps / GIS systems.

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| **Key Relationships** | |
| **Internal** | **External** |
| Shire employees  Volunteers | Community Members and Groups  Consultants and other professionals  Public Utilities and Authorities  Associations of Local Government |

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| **The Way We Do Things** |

Respect Integrity Community Excellence

A logo of handshake in a blue circle

Description automatically generated A white line art of a badge with a star

Description automatically generated A logo of people in a circle

Description automatically generated A blue circle with two people in the middle

Description automatically generated

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| **Acknowledgement** | | |
| Reporting Officer Name | Signature | Date |
| Employee Name | Signature | Date |