

POSITION DESCRIPTION

POSITION TITLE	Community Engagement & Communications Assistant
DIRECTORATE - SECTION	Community Engagement – Customer & Public Relations
LEVEL - EBA	4 - Salaried
RESPONSIBLE TO	Manager Customer & Public Relations

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

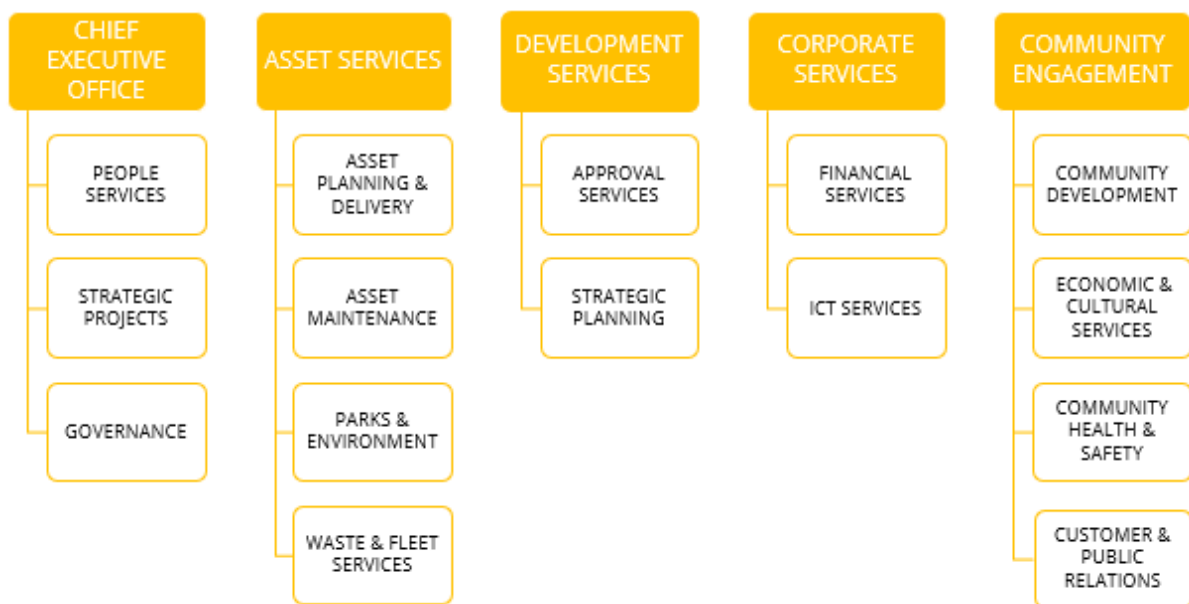
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

Provide essential administrative support to the Customer and PR business unit. This role involves proactive engagement in customer service, maintaining a positive image of the Council, and ensuring seamless communication processes.

KEY RESULT AREAS

ADMINISTRATIVE SUPPORT

- Provide comprehensive administrative assistance, including data entry and report generation, to the Manager Customer & PR, Communications Advisor, Community Engagement and Communications Officer and Digital Communications Officer and Graphic Designer.
- Assist in managing schedules, appointments, and coordination of tasks to ensure a smooth workflow.
- Update project status by liaising with Customer Relations Officers across the organisation and provide updates to the Communications Advisor and Community Engagement and Communications Officer.
- Attend meetings, take minutes, and assist in action items as required.
- Attend community engagement activations – workshops, pop ups and events including set up/pack down.

CONTENT MANAGEMENT

- Upload and publish website and social media content in collaboration with the Digital Communications Officer and Graphic Designer.
- Review social media posts and promptly advise the team when comments require responses.

CUSTOMER SUPPORT

- Proactively maintain and further foster excellence in customer service values and culture throughout the City.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Relevant training or equivalent experience in an administrative support or customer service role.

SELECTION CRITERIA

1. Demonstrated ability to efficiently manage and organise multiple tasks, deadlines, and priorities in a dynamic work environment.
2. Proven track record of implementing and maintaining effective organisational systems that contribute to increased efficiency and productivity.
3. Ability to work closely with team members to gather relevant information, ensuring a coordinated and cohesive approach to communications initiatives.
4. Strong initiative and a proactive mindset, with the ability to anticipate the needs of the communications team and take steps to address potential challenges before they arise.
5. Proven ability to troubleshoot and resolve administrative challenges, fostering a proactive and solution-oriented work environment.
6. Demonstrated ability to adapt to changing priorities, deadlines, and work demands while maintaining a high level of accuracy and attention to detail.
7. Previous experience working collaboratively within a team, fostering positive working relationships and contributing to a supportive team culture.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.