

# Position Description

<b>Position Title</b>	Facility Support Officer
<b>Position Number</b>	CBMA01
<b>Directorate</b>	Infrastructure
<b>Business Unit/s</b>	Facilities, Projects & Assets
<b>Reports to</b>	Facility Maintenance Supervisor
<b>Classification</b>	IWA – Level 5

## Organisational Overview

The City of Stirling is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 220,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1200 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

## Organisational Vision, Mission Statement and Values

### Vision

A sustainable City with a local focus.

### Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

### Values

The City of Stirling's core values are:

- Approachable
- Responsive
- Transparent
- Innovative

## Reporting Relationships

This position reports to the Facility Maintenance Supervisor.

## Position Overview

To assist the Facility Maintenance team in the proactive delivery of the City's building maintenance responsibilities and provide day to day administration, financial and customer service support.

## Position Objectives

- Providing day-to-day administration, financial and customer service support to the Facility Maintenance Team.
- Triage and process, in line with contract requirements, requests for building maintenance received via various formats.
- Monitor active building maintenance work orders and record completion advice records (CARs), advising relevant Officers of any additional work required.
- Receive and process high volumes of invoices from contractors and suppliers which involves raising purchase requisitions and amend /deliver purchase orders in the City's invoice processing system (Kofax) and financial system (CiA) in compliance to the City's Procurement Policy including liaison with internal and external stakeholders
- Administer the City's Graffiti removal contract, ensuring removal is undertaken within KPI's, respond to customer enquires, produce system reports for WAPOL and KPI's.
- Assist with budget preparation, input and administration.
- Respond to enquiries related to facility maintenance, providing advice and information to Facility, Projects & Assets staff.
- Assist with contractor quality management by issuing quality checks to the Facility Management Team (as per KPI requirements) and record results for contractor KPIs.
- Produce Facility Management reports and checks such as 'Open Work Orders', 'Attendance and Completion Rates', Work Order Allocation'.
- Process the issuing and ordering of key and lock requests, including maintaining the Key Register. Provide advice to keying supplier and business units to ensure the City's lock & key processes are handled appropriately and securely.
- Receive and check high volumes of invoices against Work Orders from contractors and suppliers and distribute to officers for authorisation.
- Assist internal and external stakeholders, contractors, external customers on Facility Management/Asset queries via various formats.
- Assist in the end of financial and new financial year processes.
- Carry out building maintenance reporting, minute taking and correspondence needs when required.

- Provide exceptional Customer service to internal & external stakeholders on all matters in accordance with the City’s Customer Service Charter.
- Other duties commensurate with the role, as required by the Facility Management Team.

## Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City’s Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City’s Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City’s Code of Conduct.
- Perform other duties as directed.

## Selection Criteria

Qualifications/Education Level	
Diploma level qualification in a relevant field or demonstrated equivalent competency.	Essential
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Knowledge, Skills, Experience & Abilities	
	Essential
Demonstrated ability to work to and achieve agreed targets and deadlines with Sound analytical, organisational and time management skills and the capacity to devise, deliver and monitor practical solutions.	
Experience in a financial processing or administrative role.	
Demonstrated financial skills including the ability to process a high volume of purchase requisitions and invoices.	

Advanced skills using MS Office Suite (Word, Excel, Outlook, PowerPoint).	Essential
Demonstrated ability working within a customer focussed environment utilising sound interpersonal and written and verbal communication skills.	
	Essential
	Essential
Experience in the research, interpretation and collation of data utilising a variety of sources including spreadsheets, databases, internet and hard copy archival systems.	
Considerable experience in a busy office / business environment.	Essential
	Essential
	Essential
Experience with Corporate Finance, Asset Management and Records Management systems.	Essential
<b>Other</b>	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence 'C' Class	Essential

**Office use only**

<b>Position Creation Date</b>	Date	4 April 2021	<b>Officer</b>	
<b>Last reviewed/Modified</b>	Date	7 August 2023	<b>Officer</b>	C Cramsie