



A workers' compensation and injury management scheme that works for all

JOB DESCRIPTION FORM

ADMINISTRATION SUPPORT OFFICER

LEVEL 2

Key responsibilities

The following list of duties provide examples of duties which fall within the Level 2 range.

Statement of duties

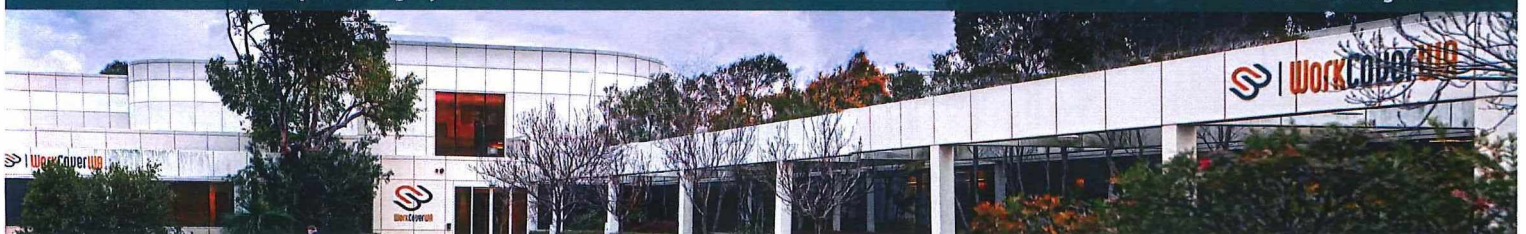
- Undertakes a range of administrative tasks.
- Provides information and advice to people on WorkCover WA practice and procedures.
- Examines documents, and using established procedures, ensures they comply with legislative requirements.
- Undertakes basic research, as required.
- Assists to provide statistical (and other) information, as required.
- Records and processes information and data.
- Assists in the preparation of agendas, papers and minutes for meetings, and attends meeting as required.

Other

- Complies with the requirements of the Agency Code of Conduct and all relevant legislation including EEO, OSH and Records Management.
- Participates in the Performance and Development Agreement System.
- Performs other duties as directed.

Personal Characteristics

- Adaptability and a willingness to learn.
- Committed to a strong work ethic and self-improvement.
- Customer focused.
- Exhibits personal integrity and professionalism.
- Innovative.



Selection criteria

Essential

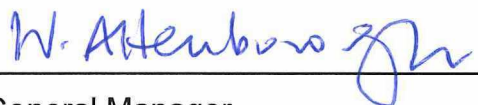
1. Strong interpersonal, written and verbal communication skills.
2. Good organisational skills with the ability work both independently and as part of a team.
3. A strong customer service focus including the ability to deal with a wide variety of customers and enquiries.
4. Ability to use a wide variety of computer software with accurate keyboarding skills.

Desirable

1. Knowledge of the workers' compensation system including the *Workers' Compensation and Injury Management Act 1981* and associated legislation.

Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements as at 14 March 2018.



General Manager



A/Chief Executive Officer

