



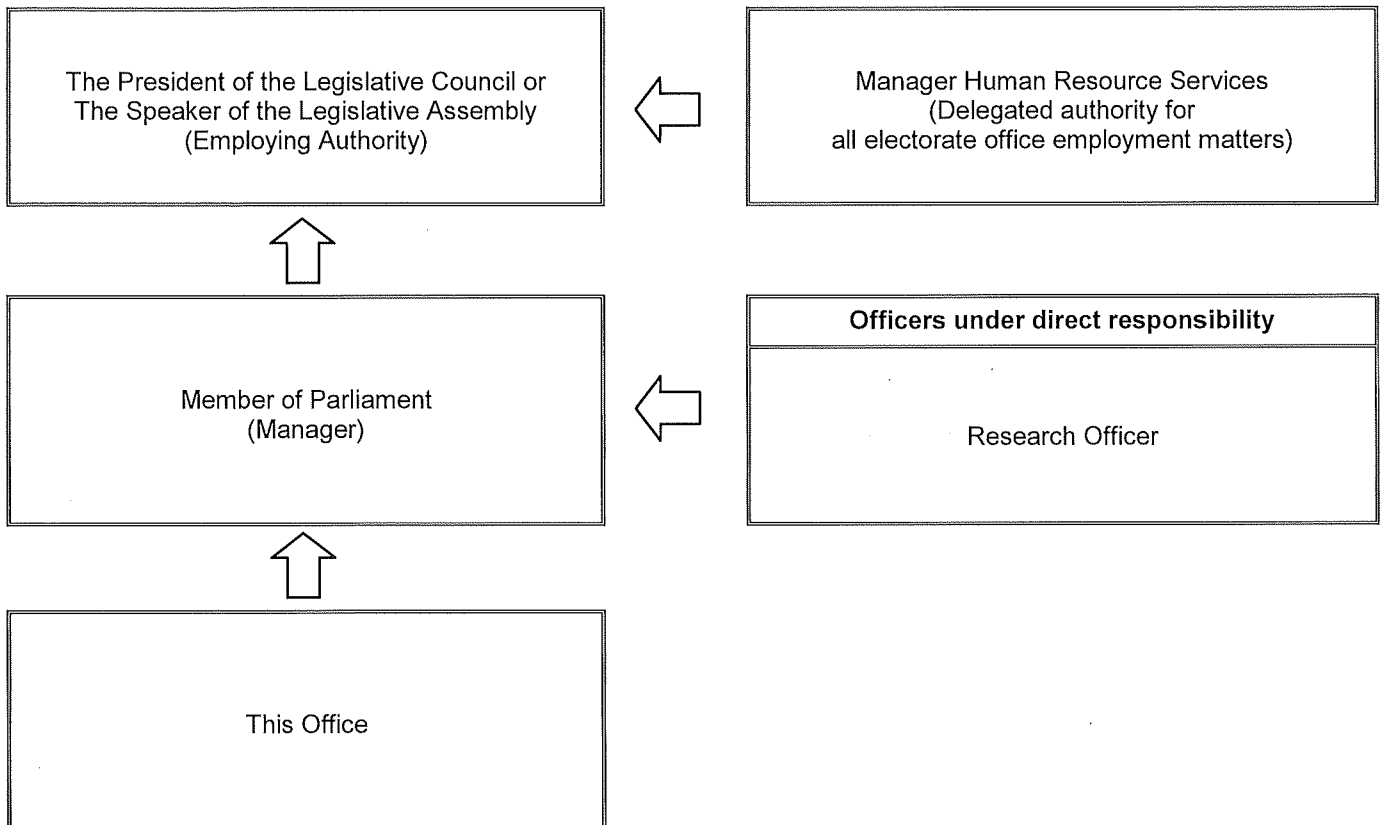
JOB DESCRIPTION FORM

SECTION 1 – OFFICE IDENTIFICATION

EFFECTIVE DATE OF DOCUMENT: 10/1/14

GENERIC JOB DESCRIPTION FORM FOR POSITIONS:	
ORGANISATION: Department of the Premier and Cabinet	CLASSIFICATION: ER 1 to ER7
DIVISION: Parliamentary Electorate Office	TITLE: Electorate Officer
BRANCH:	AGREEMENT/AWARD: Electorate and Research Employees General Agreement
SECTION:	LOCATION:

SECTION 2 – REPORTING RELATIONSHIPS



SECTION 3 – KEY RESPONSIBILITIES

The Electorate Officer's primary role is to assume the initial point of contact for all constituent enquiries. The main responsibilities include assisting constituents by reviewing issues, identifying options for resolution. Where necessary, the Electorate Officer may perform an advocacy role and liaise with government agencies, Ministerial offices and other Members. Other duties include performing a range of administrative functions relating to the operations of the electorate office and in support of the Member.

SECTION 4 – STATEMENT OF DUTIES

Summary of Duties

Details

All work is to be carried out on behalf and for the Member of Parliament and electorate office in which the officer is engaged to support.

CONSTITUENT ENQUIRES

Provides the initial point of contact on behalf of the Member for all constituent's written and verbal enquiries.

Deals with and prepares responses to constituent's enquiries by reviewing the issues, understanding the facts, exploring and identifying various options for resolution.

Prioritises issues requiring the Member's attention and forwards to the Member for review and follow-up action.

Liaises with Federal and State Government agencies and other offices and forwards information and questions appropriate to the Member and/or appropriate agency.

Communicates information or research outcomes to other offices or Government agencies as directed.

COMMUNITY LIAISON

Co-ordinates the drafting of advertisements, media releases, publications and distribution of information to constituents.

Organises appointments for the Member, including attendances at meetings, events and functions.

Provides secretarial support at community groups meetings by preparing agendas, taking minutes and following up on any action plans that arises.

Represents the Member's views in his/her absence at community meetings, events and functions.

Monitors media content for issues with electorate and State wide implications and forward appropriate information to Member for review.

MANAGEMENT OF ELECTORATE OFFICE

Develops and maintains accurate and correct record keeping system for correspondences and documentations.

Administer all clerical duties including word processing, accounts management and asset management systems.

Co-ordinates the engagement of relief staff, recruitment and selection and training.

OTHER

Administers general administrative functions including organising Member's travel arrangements and responding to invitations.

Other electorate office duties as directed by the Member.

SECTION 5 – SELECTION CRITERIA

Essential
<ul style="list-style-type: none">• Strong office administration skills with the ability to use computing functions.• Well-developed organisational skills including the ability to prioritise and schedule work to ensure the completion of tasks to meet deadlines.• Good oral and written communication skills.• Demonstrated ability to respond to rapid changes and expectations on work routines.• Demonstrated ability to work independently and exercise initiative in dealing with difficult situations.• Strong interpersonal skills, particularly in dealing with complex and difficult situations and matters of confidential nature.
Desirable
<ul style="list-style-type: none">• Ability to understand the impact and implications of issues and problems which arise in the constituency or parliamentary processes and able to consider the feelings and needs of all parties involved.• Knowledge of Government and Parliamentary procedures.• Relevant tertiary qualifications.

SECTION 6 - CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

MANAGER HUMAN RESOURCE SERVICES

DIRECTOR GENERAL

SIGNATURE: _____

SIGNATURE: _____

DATE: _____

DATE: _____

As Manager I have reviewed the statement of duties and agree this is a current and relevant document.

NAME	SIGNATURE	DATE	INITIALLED BY HRSB

As the Employee I have reviewed the statement of duties.

NAME	SIGNATURE	DATE	INITIALLED BY HRSB