



Administrative Officer - Level 2 (MIS21133)

Group:	Industry Regulation and Consumer Protection	Location:	Cannington
Division/Directorate:	Electricity, Gas and Plumbing Compliance	Supervises:	0
Branch:	Compliance	Reports to:	Team Leader
Section:	Data Capture and Validation		

Operational Context

Within the Industry Regulation & Consumer Protection Group the Building and Energy Division has a strong focus on safety of the Western Australian community. The Division sets and monitors the technical standards for building and plumbing services, electricity and gas networks, and consumer installations and appliances. The Division also audits, inspects and investigates complaints and breaches of legislation. It also regulates and monitors the behaviour of those who are licensed and operate in these industries.

Role Overview

This position is part of the Aboriginal Employment Program (AEP) and is aligned to our Aboriginal Employment Strategy and Reconciliation Action Plan (RAP). This program is a diversity initiative to increase the workforce representation of Aboriginal and Torres Strait Islander people at DMIRS. The Administrative Officer Compliance works as part of a team providing administrative and organisational support and services to the Electricity, Gas and Plumbing Compliance Directorate of the Building and Energy Division. The Administrative Officer provides information and assists customers in complying with relevant legislation, as well as providing an efficient and effective service to internal and external clients.

Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

- Provides a range of administrative and operational support including collating and maintaining administrative information in an accurate and timely manner.
- Provides high quality information and assistance service to internal and external clients.
- Maintains directorate databases ensuring information entered is current and accurate.
- Assists in the collation and preparation of details requested under the Freedom of Information Act 1994 in relation to directorate activities.
- Assists in supporting appropriate prosecution activities, the infringement notice process resulting from breaches of relevant legislation and the issue and renewal of Inspectors' designations and infringement authorisations.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

Role specific requirements

(The following outlines what experience and qualifications are required to fulfil this role)

- Confirmation of Aboriginality.
- Ability to identify and recommend solutions to administrative problems.
- Experience in an administrative role with the ability to prioritise, allocate, and monitor administrative and clerical matters.
- Ability to work independently with minimal supervision, applying discretion and initiative.

- Demonstrated proficiency in the use of the Microsoft Office Suite, the internet and other online resources.
- Demonstrated developed written and verbal communication skills.

Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

- Meets objectives, follows up to ensure work is finalised.
- Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.
- Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.
- Shows willingness to learn and develop expertise to achieve goals and tasks set.
- Works collaboratively with team members and external stakeholders and treats people with respect and courtesy.

This position reports to:

Team Leader

Position No: 00016695

Classification: L4

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

(The following outlines pre-employment assessments and ongoing conditions and requirements)

- National Police Check

Approved Date

01-NOV-2021