



## Position Details

<b>Position title:</b>	<b>Business Support Officer, South Melbourne Market</b>
<b>Award Classification:</b>	Band 5
<b>Department:</b>	South Melbourne Market
<b>Division:</b>	Organisational Capability and Experience
<b>Date Approved:</b>	August 2024
<b>Approved By:</b>	Executive Director, South Melbourne Market

### Organisational Relationships:

<b>Reports To:</b>	Coordinator Customer Experience and Business Support, South Melbourne Market
<b>Supervises:</b>	N/A
<b>Internal Stakeholders:</b>	Council Employees and Managers, Executive Team and Councillors
<b>External Stakeholders:</b>	Market traders, members of the public, residents, government representatives, Statutory Authorities, clients, suppliers, consultants and contractors.

## Position Objectives

- To provide administrative and business support to the South Melbourne Market team and Committee
- To oversee general day-to-day office tasks in order to maintain a safe, efficient and well-functioning work environment.
- To be the face of the Market by welcoming visitors and providing the first point of contact for a broad range of customer and trader enquiries, requests, complaints or issues, with the aim of providing exceptional customer experience outcomes.



## Key Responsibilities and Duties

- Provide Market staff with administration support, including data entry, procurement, document and report preparation, meeting coordination and drafting presentations.
- Oversee the key daily functions of the Market Offices and ensure a positive and professional image of the Market is maintained through the presentation of the information desk / customer service area.
- Deliver a high-level experience to customers including Market shoppers, traders, contractors, City of Port Phillip staff and other key stakeholders via front desk, telephone and online enquiries.
- Process merchandise sales, trader rent payments and other transactions as required and undertake accurate end-of-day banking procedures.
- Administration of South Melbourne Market Committee and Trader meetings, including report preparation, minute taking and calendar coordination.
- Undertake first aid and warden training and provide the related support onsite when required.
- Undertake a range of other duties that are within the limits of the employee's skill, competence and training as required.

## Accountability and Extent of Authority

- Undertake financial and administration tasks including but not limited to raising purchase orders, raising invoices, finance reporting and reconciliation.
- Accountable for the security and confidentiality of all information.
- Manage day-to-day workload, being responsive and meeting deadlines.
- Ensure resolution of requests for action / information in a timely manner.
- Contribute to ongoing development and improvement of management systems, electronic and otherwise.
- Ensure Council policies, procedures, rules, awards and acts are adhered to in completing tasks.
- Under general supervision, undertake a range of duties within broad objectives and guidelines

## Judgement and Decision Making

- Ability to confidently make decisions based on a knowledge of the Market, City of Port Phillip and departmental policies and procedures.
- Ability to use initiative and problem solve.
- Apply business nous and astute ability to navigate, negotiate and manage roadblocks to achieve results.
- Take initiative, make decisions with some autonomy and make recommendations to the Market team on improving processes, customer experience and business decisions.



- Guidance and advice are available through the Market team and wider Council. There will be some autonomous work and periods of limited supervision.

## Specialist Skills and Knowledge

- Advanced knowledge of Microsoft Office suite applications, including Outlook, Excel, Word and PowerPoint.
- Skilled in business and office management practices and procedures.
- High level communication skills (verbal and written) with strong attention to detail.

## Management Skills

- Ability to manage own time, plan and organise own work at an intermediate level.
- Ability to work with a high degree of flexibility.
- Schedule tasks and priorities and resolve day-to-day issues and problems within established policies and procedures.
- Capacity to identify needs and to assist other employees by providing advice, guidance and training on use of administrative and information systems.
- Ability to work under pressure and maintain deadlines.
- Ability to escalate issues appropriately to Executive Director.

## Interpersonal Skills

- Highly developed communication (both written and verbal) and interpersonal skills, operating at all levels within the organisation and the Market environment.
- Provide high quality customer service to Market traders, customers and stakeholders in a friendly, positive, mature and confident manner.
- Ability to communicate effectively and develop rapport with a diverse range of stakeholders.
- Sound written skills including the ability to write business reports and external correspondence.
- An ability to respond positively to challenges and people and contribute effectively in a small team environment.

## Qualifications and Experience

- A diploma or higher in business administration or a related field.
- **Experience:**
  - Minimum of 3 years working in a face-to-face customer service role.
  - Experience in business and office administration at a senior level.
  - Extensive experience and training in the use of MS Office software applications.



## Mandatory Requirements (workplace training provided)

- First Aid Certificate
- Fire Warden Accreditation

## Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

## Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

## Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

## Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).



## Key Selection Criteria

- Demonstrated ability to provide exceptional customer service in a fast-paced, customer facing role and deliver best practice complaint management.
- Demonstrated ability to effectively manage and prioritise a wide range of administrative tasks in a team environment.
- Demonstrated experience overseeing the day-to-day functions of a busy office environment to provide a well-functioning and efficient work environment.
- The ability to work a Sunday to Thursday work week.

*City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.*