



## Boulia Shire Council POSITION DESCRIPTION

<p><b>POSITION TITLE:</b> Postal Services Officer Part - time</p>	<p><b>LEVEL CLASSIFICATION:</b> Level 2</p>
<p><b>DIRECTORATE:</b> Office of Corporate Services</p>	<p><b>AWARD and STREAM:</b> Queensland Local Government Industry (Stream A) Award And Boulia Shire Certified Agreement 2019</p>
<p><b>DEPARTMENT:</b> Corporate</p>	<p><b>REPORTS TO:</b> Finance Manager</p>
<p><b>POSITION NO:</b></p>	<p><b>LAST REVIEW DATE:</b> 21/01/2022</p>

### As an organisation, we value

**Professionalism:** We will display accountability, openness, transparency and integrity.

**Continuous improvement:** All aspects of the organisation's operations are encouraged through a progressive and creative approach.

**Excellence:** The manner in which we approach all aspects of the business, the highest possible outcome will be achieved.

**Procedural consistency:** There is a consistent approach to the way in which Council conducts its business across the region.

**Customer focus:** We identify and meet the needs of all customers in a responsive and equitable manner.

**Team work and coordination:** We work together to achieve a common goal

**Safety and well-being:** We are all committed to working safely and caring for each other's well-being.

### DEPARTMENT SUMMARY

Financial Services: The Post Office position reports to the Finance Manager as is responsible for the day-to-day operation of a Licenced Post Office for Australia Post Office in Boulia with guidance, when necessary, by other senior staff and/or the Licensee, Chief Executive Officer, Boulia Shire Council.

General features of this level involve solving problems of limited difficulty using knowledge, judgement and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from more senior staff. Employees may receive instruction on the broader aspects of the work.

## POSITION SUMMARY

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This part time role is to provide friendly and efficient phone and counter service to all internal and external customers and all clients and ratepayers of the Boulia Shire.

The employee will work under general direction in the application of procedures, methods and guidelines which are well established. The daily function of this position is to assist the Post Officer and keep up to date with training requirements and regulations required for occasional relief of the permanent postal officer including annual leave and rostered days off and carries responsibility pertaining to the provision of services for Australia Post.

The Boulia Post Office provides postal, banking and international services for a wide range of products available through Australia Post. Merchandise is sold for and behalf of Boulia Shire and Australia Post.

The Post Office also provides external mail contractor services to outlying properties and to the Bedourie Post Service.

## DUTIES AND RESPONSIBILITIES: CORPORATE RESPONSIBILITIES

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### CODE OF CONDUCT

1. Compliance with Council's Code of Conduct, Management Directives and policies and procedures, ensuring that behaviour and conduct;
  - a) is in line with the expectations of Council as specified in the Code of Conduct, and
  - b) decisions are made based on the principles of sound ethics and judgement.
  
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
  - a) Integrity and Impartiality
  - b) Promoting the Public Good
  - c) Commitment to the system of government
  - d) Accountability and transparency

### CONFLICT OF INTEREST

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- a) Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the Chief Executive Officer.
  
- b) Boulia Shire Council and the employee are in, or are entering into, an employment relationship whereby the employee may gain access to confidential information and other valuable and protectable information of the Boulia Shire Council.
  
- c) The Employee agrees to deal with Confidential Information in accordance with the Terms of the Boulia Shire Council's Employee Deed of Confidentiality.

### CONFIDENTIALITY AGREEMENT

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- a) Staff should make themselves aware of the basic provisions of the various Acts, regulations, local laws, policies, delegations and protocols that relate to Council, as applicable to their position.
  
- b) Staff will refrain from engaging in behaviour that is improper, disgraceful or unbecoming, or shows unfitness to continue as an employee.
  
- c) Staff must give their undivided attention to their work during working hours, not engage in activities which make them unavailable when needed, and not engage in activities which are in any way in conflict with Council interests.
  
- d) Staff must recognise that their employment relationship is one of confidence and trust, and not disclose

confidential and private information gained in the course of their work.

## **PUBLIC SECTOR ETHICS**

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Council is required to prepare a Code of Conduct for their organisation under the provision of the Public Sector Ethics Act 1994.

The code is based on five ethical principles:

- Respect for the law and the system of government
- Integrity
- Respect for others
- Economy and efficiency
- Diligence

Staff members are asked to become familiar with the basic principles outlined in the Boulia Shire Council's Code of Conduct, and what type of behaviour will be tolerated within the work environment.

In the Council being a public sector organisation, employees are expected to work in accordance with the Public Sector Ethics i.e., the principles and standards of conduct expected of staff members during their day-to-day employment.

## **GENERAL INFORMATION**

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This part-time position is located at the Boulia Shire Council's Post Office, 40 Herbert Street, Boulia. It is subject to a three (3) month probationary period (for new employees), and performance will be formally reviewed annually, with informal feedback as required.

General features of this position require the application of existing and the development of knowledge and skills, which have been and/or are gained through training and experience/s.

The nature of the work will require the position holder to demonstrate professionalism and ethical conduct at all times.

Although due care has been taken to consider all aspects of the Postal Services Officer's role, Council acknowledges that situations, circumstances or issues may arise outside the scope of the Position Description. In any instance where details are not adequately defined or addressed within the Position Description, the Officer will consult with the Finance Manager to achieve an official determination.

## **POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES**

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### **POSTAL SERVICES**

The position provides assistance to the Postal Officer for operation of Council's Post Office on a daily basis, duties include but are not limited to the following:

- Deliver customer service to internal and external Customers, Ratepayers and Tourists in a polite and efficient manner
- Assist with processing Customer banking, including international transactions within the guidelines of Australia Post regulations
- Assist with the distribution of mail over the counter to internal and external customers, Ratepayers and Tourists
- Assist with the sorting and delivery of mail accurately and efficiently into the correct PO Boxes and Locked Bags, including registered services, speed services and unaddressed services and via a mail hatch to customers
- Maintain cash within limits to enable processing of cash, cheques, credit cards and EFTPOS requests

- Process financial agency transactions
- Assist with bi-annual stocktakes.
- Assist with the preparation of outward mail for dispatch
- Management and sales of stock, both Australia Post and Council over the counter
- Assist in receiving of Stock ordered and forwarding Invoice for payment to Council's Finance department
- Assist in the daily balancing and reconciling of Post Office cash draw
- Archiving of records and on-sending to relevant Postal area
- Other duties applicable to the position when requested;

## KEY COMPETENCIES

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- Advanced cash handling skills
- Time management, prioritisation of workload and organisational abilities to meet ongoing deadlines
- Ability to work autonomously and also function effectively as part of a team
- Attention to detail
- Well-developed numeracy, literacy and communication skills
- Sound computer literacy – particularly Microsoft, Australia Post systems and Council's Financial accounting software applications
- Sufficiently proficient in the operation of a computer to enable the identification of operational problems
- Confidentiality, tact and discretion when dealing with members of Council, staff, and the public;
- Thorough knowledge of administrative and postal procedures;
- Sound understanding of policies and regulations relating to the Australia Post and Local Government environment or the ability to rapidly acquire such knowledge.
- Sound knowledge of financial principles and procedures, particularly relating to the cash and stock handling functions;
- Broad knowledge of policies, standards and regulations relating to the work area.
- Demonstrated ability to gain knowledge and understanding of basic financial procedures, and established work practices relevant to the work area or demonstrated ability to learn quickly and apply new knowledge including proof reading;
- Ability to adapt and learn quickly with excellent attention to detail;
- Maintain your work area i.e., clean and organised;
- Postal Services training to be kept up to date at all times.

## SELECTION CRITERIA

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- a) ability to complete Performance Objectives and Performance Indicators
- b) Demonstrated skills, knowledge and experience as outlined within the Position Description
- c) Physical and psychological ability to perform duties in accordance with Workplace Health and Safety Obligations

## EXPERIENCE / QUALIFICATIONS / LICENCES

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- a) Minimum level of Grade 10 school certificate/Grade 12 preferred or previous work experience.
  - b) "C" Class Licence (including ability to drive both manual and automatic vehicles)
  - c) A genuine desire to work in the Postal / Local Government field is essential, and a willingness to undertake professional development for in order to acquire the required skills and knowledge
- In choosing the right person for this role, Council will consider what you have done previously – the knowledge, skills and experience you've built, your potential for development, and personal qualities

## PROFESSIONAL DEVELOPMENT

Willingness to undertake regular refresher training to maintain/enhance and/or to develop qualifications, skills and knowledge applicable to the role in order to deliver an effective and efficient professional outcome to all key stakeholders and Boulia Shire Rate Payers.

## EQUIPMENT OPERATED

- a) All forms of computerised office equipment.
- b) Motor Vehicle
- c) General office equipment

## WORK HEALTH AND SAFETY OBLIGATIONS

All employees have a legal obligation to comply with statutory and the Boulia Shire Council's WHS Management System WHS policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

### Duties of workers while at work, a worker must:

- a) Take reasonable care of his or her own health and safety,
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Boulia Shire Council to allow the person to comply with the Work Health and Safety Act; and
- d) co-operate with any reasonable policy or procedure of Boulia Shire Council relating to health or safety at the workplace that has been notified to workers.

## PHYSICAL DEMAND CATEGORY

<b>SEDENTARY WORK</b>	<i>Refer: Hazardous Manual Tasks Code of Practice 2011</i>
<b>Light Duty</b>	Frequent lifting / carrying of objects weighing up to 5kgs. Medium
<b>Work</b>	Frequent lifting / carrying of objects weighing up to 10kgs.
<b>Heavy Work</b>	Frequent lifting / carrying of objects not exceeding 25kgs

SPECIFIC ACTIONS REQUIRED					
<i>This job may include:</i>					
Standing/Walking		Sitting		Driving	
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None
<input type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	<input checked="" type="checkbox"/>	Occasional
<input type="checkbox"/>	1 - 4 Hrs	<input checked="" type="checkbox"/>	1 - 4 Hrs	<input type="checkbox"/>	1 - 4 Hr
<input type="checkbox"/>	4 - 6 Hrs	<input type="checkbox"/>	4 - 6 Hrs	<input type="checkbox"/>	4 - 6 Hrs
<input checked="" type="checkbox"/>	6 - 8 Hrs	<input type="checkbox"/>	6 - 8 Hrs	<input type="checkbox"/>	6 - 8 Hrs

REPETITIVE MOTIONS	
Simple Grasping	<input checked="" type="checkbox"/>
Fine Manipulation	<input checked="" type="checkbox"/>
Pushing / Pulling	<input type="checkbox"/>
Finger Dexterity	<input checked="" type="checkbox"/>
Foot Movement	<input type="checkbox"/>

THIS JOB WILL REQUIRE:			
MANOEUVRE	FREQUENT	OCCASIONAL	NONE
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

WORK ENVIRONMENT		
Attribute	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Chemicals	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Cold	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Dampness	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Fumes / Gases	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Heat / Humidity	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Heights	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Noises	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

AUDIO-VISUAL DEMANDS	
Depth Perception	<input checked="" type="checkbox"/>
Colour Discrimination	<input checked="" type="checkbox"/>
Peripheral Vision	<input checked="" type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>

## GENERAL

### OBLIGATIONS

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions; and to update these to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with supervisors and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document, it is understood that employment is with Bouliia Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or certificates, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring said licence/certificate.

### CERTIFICATION

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

**Prepared/Reviewed by:** Director Corporate Services

**Signature:** 

Date: 21/01/2022

**Approved by:** Chief Executive Officer

**Signature:** 

Date: 21/01/2022

DEVELOPMENT/ REVIEW DATE	VERSION	PREPARED BY	APPROVING OFFICER	APPROVAL DATE
21/1/2022	1	CEO	DCS	21/1/2022