

POSITION DESCRIPTION

POSITION: Administrator - Workshop	
DIRECTORATE: Office of the General Manager	GROUP: Financial Services and Logistics
SECTION: n/a	REPORTS TO: Supervisor - Workshop
GRADE: E	EMPLOYMENT TYPE: Full Time
HOURS/WEEK: 35	POSITION No.: 486
DATE: November 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



Innovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The Office of the General Manager – through the Executive Leadership Team – provides strategic direction and corporate leadership for the operations, governance and organisational performance of the City. This is achieved through a focus on; financial and corporate sustainability; driving economic and tourism outcomes and ensuring the delivery of agreed community outcomes.

THE GROUP/SECTION

Our Financial Services and Logistics Group is responsible for the City's strategic financial management and corporate financial support services. The group's functions include budgeting, treasury management, financial reporting, rating and revenue, payroll, debt management and finance transactional processing, along with strategic procurement, plant management and maintenance.

POSITION OBJECTIVES

Provide essential administrative and logistical support to the Workshop Supervisor and workshop team to ensure safe, efficient, high-quality and cost-effective maintenance services, supporting the ongoing availability and reliability of the City's fleet assets.

This is delivered through structured scheduling, inventory management, accurate record keeping, financial and general administration, strong communication practices and effective coordination, while fostering positive customer relationships.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe workplace practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.

- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Act as the first point of contact for the Workshop, delivering exceptional customer service across all communication channels regarding the maintenance and repair of the City's fleet assets.
- Carry out administrative, financial and asset-management tasks accurately and within required timeframes.
- Support the Team Leader – Fleet and the Workshop Supervisor with procurement, maintenance, repair, commissioning and disposal activities related to the City's fleet assets.

- Coordinate and schedule all maintenance services, acting as the key liaison between external equipment providers, contractors and internal end users.
- Procure and maintain consumables, lubricants, components and parts inventory within approved thresholds, ensuring timely and cost-effective servicing in accordance with the City's procurement and purchasing procedures.
- Maintain and administer service-related documentation and data within the City's document management systems for fleet assets.
- Assist the Workshop Supervisor to plan scheduled and reactive maintenance and repairs for the City's fleet assets. Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Workshop Supervisor
- Team Leader Fleet
- Other City Staff

External

- Contractors
- Suppliers

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will generally be between 6:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Ordinary hours worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at the Marcia Street Depot, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Certificate IV in Business Administration, or a related business, logistics, procurement or asset management qualification, or equivalent demonstrated experience in a workshop, fleet, logistics or maintenance environment.
- Demonstrated experience in plant or motor vehicle maintenance scheduling, supported by strong administrative and basic bookkeeping skills.
- National Construction Induction Certificate (Whitecard)
- Current Class C Drivers License.

Desirable

- Experience in parts interpretation within a workshop, fleet or mechanical environment.

CAPABILITIES

- Customer Focus: Demonstrated ability to deliver high-quality customer service, manage enquiries professionally and build productive working relationships with internal and external stakeholders.
- Communication: High-level written and verbal communication skills, including the ability to prepare clear documentation, convey information effectively and follow established procedures.
- Digital & Systems Capability: Strong computer literacy with proven ability to use business systems (e.g., scheduling, fleet management, finance and document management systems), and advanced keyboard skills.
- Planning & Organisation: Demonstrated ability to prioritise tasks, coordinate schedules, manage competing deadlines and maintain accuracy in a high-volume, fast-paced environment.
- Problem-Solving: Ability to identify issues, interpret information, and use sound judgement to resolve routine operational and administrative problems.
- Attention to Detail: Proven capability to maintain accurate records, manage inventories, process financial transactions and ensure compliance with procurement and administrative requirements.
- Teamwork & Collaboration: Ability to work effectively as part of a multidisciplinary team, supporting others to achieve shared goals within the Workshop and Fleet teams.

Position Demands Analysis Administrator – Workshop

EXPOSURE RATING TABLE					
No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work Lifting 9.1 - 22.7kg	2	Sitting for extended periods	2	Crawling	1
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	2	Balancing	1
Repetitive Lifting	1	Walking for extended periods	0	Hearing above background noise	2
Pulling Loads > 5kg	1	Walking on uneven ground	1	Depth perception	1
Pushing loads > 5kg	1	Frequent bending / stooping	2	Colour vision	3
Lifting with trunk twisting	1	Shovelling / digging	0	Fine manipulation	3
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	0	Reflective vest	1
Hard hat	1	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	1	Gloves	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours / Mists / Fumes	1
Liquids	1	M/V Oils / Fuel		Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	1	Exhaust fumes		Possible exposure to Hepatitis A, B, C	0
Working with solvents	1			Possible exposure to blood / bodily fluids	0
	0			Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	2	Working near machinery	3	Slippery surfaces	1
Outside work	1	Operating machinery	1	Low light areas	0
Confined spaces	0	Vibration	1	Shift work	0
Working alone	1	Working at heights	0	Use of computer for screen-based activities	2
Working with hot substances	1	High Temperatures > 38 degrees	1	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	0
Noisy work areas	2	Fatigue	0	Threat/attack from animals / wildlife	0