

POSITION DESCRIPTION

Transport Administrator

Kaiāwhina Kāta



Job Title:	Transport Administrator
Group:	Service Delivery Group
Location:	Paeroa Office
Reports to:	Transport Team Leader
Supervisory Responsibility:	None
Functional Relationships:	Planning team, Customer Services team, Community Services team, Roding Contractors, Works Construction & Maintenance (C&M) staff, Waka Kotahi NZ Transport Agency, Public.
Authorities:	In accordance with the Delegation Manual

General function of the position

To deliver an effective administrative and customer liaison function for the Transport Team.

Organisation values

Hauraki District Council has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication	Respect	Commitment	Positive attitude
<ul style="list-style-type: none"> I share relevant information with others I listen to understand I value feedback I use an appropriate communication style 	<ul style="list-style-type: none"> I always keep an open mind I acknowledge and respect differences of opinion I am always considerate and understanding I treat others as I would want them to treat me 	<ul style="list-style-type: none"> I always do my best I follow through for my customers and team I go the extra mile I take personal responsibility for my actions – I walk the talk 	<ul style="list-style-type: none"> I offer ideas and solutions I look for better ways of doing things I am fun to work with I am a can-do employee



Key tasks

1. To perform general administrative functions and provide support to the Transport Team Leader.
2. To receive, administer and co-ordinate Service Requests (CSRs) and Inwards Tasks for the Transportation function and to communicate outcomes of Service Requests to customers.
3. To administer purchase orders, accounts payable and accounts receivable invoices.
4. To actively demonstrate professional accountability and a desire for ongoing professional development and continuous improvement.
5. To demonstrate a commitment to Health, Safety and Wellbeing.
6. To show a commitment to Hauraki District Council and provide organisational support as required.

1. General Administration

	Key Tasks	Key Performance Indicators (KPIs)
1.1	Assist the Transport Team Leader with the administration of applications affecting the road corridor.	<ul style="list-style-type: none"> Assistance is provided as required.
1.2	Carry out other administrative functions as required by the Transportation Manager and/or Transport Team Leader.	<ul style="list-style-type: none"> The Transportation Manager and Transport Team Leader are supported with administrative responsibilities.
1.3	Monitor pending correspondence, profiling of correspondence etc within HDC's document management system.	<ul style="list-style-type: none"> All correspondence is dealt with effectively and efficiently, and reports on the service request response performance of the Transportation Team are provided monthly.
1.4	Take minutes at meetings as required.	<ul style="list-style-type: none"> Minutes are accurate.
1.5	Process documents for information management purposes.	<ul style="list-style-type: none"> All information relevant to the Transport Team is scanned and filed into Council's document management system.
1.6	Undertake administrative tasks for Contracts.	<ul style="list-style-type: none"> Minutes of meetings are accurately recorded and circulated. Tasks are undertaken as required.
1.7	Investigate, recommend source of suppliers, and procure safety and general equipment, and worksite apparel.	<ul style="list-style-type: none"> Safety and general equipment, and worksite apparel is provided within guidelines. Apparel is procured timeously, within budget.
1.8	Answer queries from internal and external customers.	<ul style="list-style-type: none"> Queries are resolved in a timely manner.
1.9	Liaise with customer services team and contractor to assist with customer enquiries/complaints.	<ul style="list-style-type: none"> Meeting of service request customer standard and record keeping of interaction.
1.10	Arrangements for training and conferences (venue, registration, accommodation, travel etc).	<ul style="list-style-type: none"> All arrangements are done correct and on time.
1.11	Administration of Secured Signing application for the Transport Team	<ul style="list-style-type: none"> All documents for signing are correctly formatted and submitted for signature timeously.
1.12	Provide stand in services for the Transport Officer.	<ul style="list-style-type: none"> Duties are completed successfully.



2. Service Requests

Key Tasks	Key Performance Indicators (KPIs)
<p>2.1 Manage Customer Service Requests and Inwards Tasks (CSR) associated with the Transportation function, ensuring end-to-end co-ordination and processing of all requests.</p>	<ul style="list-style-type: none"> • CSR's are opened and responded to in accordance with Council policy and process. • The CSR database is updated and information is current and complete to include tracking of acknowledgement, initial response, updates, re-assignment, re-categorisation, closure etc. • The job-holder co-ordinates the CSR process which may include: <ul style="list-style-type: none"> ○ Liaison with customers throughout the process ○ Liaison with the Customer Services team, Transport team and other teams within HDC in relation to the delivery and communication of CSRs ○ Recording of field information and decisions in the CSR system. ○ Liaison with third parties including NZTA, roading contractors and other external stakeholders ○ Organisation of site visits with HDC Works Team and/or external roading contractor for assessments ○ Research and reporting of previous similar CSRs ○ Monitoring of actions and follow-up as required with third parties ○ Monitoring of work phones (i.e. Whatsapp) for updates of CSRs ○ Co-ordination and logging of action requests with applicable contractors ○ Production and distribution of correspondence to relevant parties including farmers, residents and other external stakeholders ○ Co-ordination and management of the process for the isolation and elimination of tripping hazards where applicable to ensure hazards are isolated or eliminated. • Urgent service requests are co-ordinated in accordance with service level agreements, and monitored by the job holder to ensure actions are taken to address the issue(s) identified. • The investigation and removal of abandoned vehicles is organised in accordance with established processes. • Documentation associated with CSRs is filed appropriately.
<p>2.2 Review and make recommendations on potential improvements for the CSR policies, system and processes.</p>	<ul style="list-style-type: none"> • The job holder contributes to an effective and efficient CSR system and associated processes.



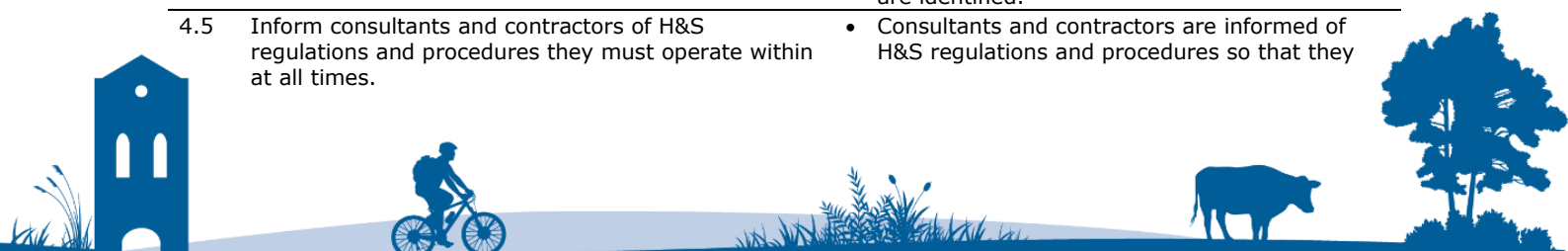
2.3	Monitor and report on CSR trends.	<ul style="list-style-type: none"> The Transportation Team Leader is advised and informed of CSR trends. The Transportation Team Leader is informed of overdue actions.
2.4	Actively build relationships with internal and external stakeholders to assist with the effective delivery of CSRs.	<ul style="list-style-type: none"> Effective working relationships exist with internal and external stakeholders.
2.5	Ensure other Council systems and processes are followed in respect of information obtained through CSRs.	<ul style="list-style-type: none"> Relevant information is logged into Vault health and safety database as an incident report in accordance with HDC policy and process. Vault incidents are updated as they are investigated and completed.

3. Financial Administration

Key Tasks		Key Performance Indicators (KPIs)
3.1	Raise purchase orders in Council's financial system.	<ul style="list-style-type: none"> Purchase Orders are raised as a result of procurement requested by the Transport Team Leader and / or the Transportation Manager.
3.2	Monitor and Process accounts payable invoices for payment.	<ul style="list-style-type: none"> Invoices are processed accurately and on time.
3.3	Process Transport Activity accounts receivable.	<ul style="list-style-type: none"> Invoices are raised within required timeframes. Statements are mailed in a timely manner. Debtors balances are monitored and actioned.
3.4	Retrieve costing information from the financial system for monthly financial report	<ul style="list-style-type: none"> Information provided to Transportation Manager on time to complete the monthly report.

4. Health and Safety

Key Tasks		Key Performance Indicators (KPIs)
4.1	Demonstrate a commitment to a culture of safety and wellbeing within the Council as set out in the HDC Safety & Wellbeing Charter.	<ul style="list-style-type: none"> Actively shows support and commitment to workplace health and safety in accordance with the HDC Safety & Wellbeing Charter so that 'Everyone is Safe and Well at the End of the Day'.
4.2	Take reasonable care for own health and safety, and ensure that own acts and/or omissions do not adversely affect the H&S of others.	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given by the Council. Co-operate with any reasonable policy or procedure.
4.3	Follow all established work procedures with particular regard to the requirements for H&S, including the use of PPE and adherence to the JSA's.	<ul style="list-style-type: none"> Adheres to all H&S practices and rules as they relate to the position and working environment(s) and seeks out advice when unsure.
4.4	Actively participate in the identifying and reporting of risks and hazards.	<ul style="list-style-type: none"> All accidents / incidents / near hits are reported through the Vault H&S reporting system within 48 hours of their occurrence. Relevant advice is sought when hazards or risks are identified.
4.5	Inform consultants and contractors of H&S regulations and procedures they must operate within at all times.	<ul style="list-style-type: none"> Consultants and contractors are informed of H&S regulations and procedures so that they



operate safely while undergoing work at HDC sites.

5. Professional Accountability and Development

Key Tasks	Key Performance Indicators (KPIs)
5.1 Actively supports and models the Hauraki Way – values and required behaviours of the role (internally and externally).	<ul style="list-style-type: none"> Champions the Hauraki Way in all professional interactions, and seeks approval and/or when unsure seeks feedback in an appropriate manner.
5.2 Takes personal responsibility for discussing own performance and professional development with direct manager.	<ul style="list-style-type: none"> Takes an active role in own PPD / MeTime and raises any concerns in a constructive manner that does not undermine good faith.
5.3 Demonstrates commitment to up-skilling and further developing specialist knowledge and best practice initiatives.	<ul style="list-style-type: none"> Takes an active approach in familiarising themselves with the relevant plans, procedures, policies, processes and statutory requirements that can or may relate to their role and to the wider Council.
5.4 Identifies opportunities for improvement and as necessary works across the organisation to implement the necessary changes.	<ul style="list-style-type: none"> Contributes to and/or champions an improvement initiative through to completion

6. Other Duties

Key Tasks	Key Performance Indicators (KPIs)
6.1 Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> Other duties are completed as are reasonably required.
6.2 Provide organisational support as required, such as in respect of Civil Defence activities.	<ul style="list-style-type: none"> Employee participates in Civil Defence activities and events as required and as directed.
6.3 Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the Hauraki District Council intranet.	<ul style="list-style-type: none"> Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes. All applicable policies and procedures are adhered to.
6.4 Participate fully in organisational processes including staff meetings, Personal Performance and Development (PPD) programmes, project teams and other initiatives.	<ul style="list-style-type: none"> Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results. Staff meetings are attended, PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.



Person specification details

1. Expertise

Qualifications:	Full NZ Drivers' Licence NCEA Level 3
Experience:	Prior experience in an administration, costing and service environment is essential. Experience in customer liaison would be an added advantage

2. Skills

Ability to Learn	Shows a willingness to learn and use new processes. Readily takes up relevant training and learning opportunities and will ask questions to gain complete understanding if necessary.
Ability to Organise	Has a systematic approach that leads to the successful completion of tasks and events. Has ability to programme and organise work, and keeps functional records and filing systems in order.
Commitment / Personal Accountability	Is self motivating and self managing. Follows through projects to completion. Have high standards of personal integrity and professionalism.
Communication	Can clearly convey information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment. Responds to correspondence, voice mail and e-mail promptly.
Interpersonal Relations	Interacts effectively with superiors, peers and subordinates in order to advance the work of the Council. Interactions are based on respect and an appreciation for people with varying backgrounds and viewpoints.
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.
Time Management	Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.
Professional / Technical Expertise: Minute Taking	Is familiar with meeting protocol and has proven ability in minute taking and agenda preparation.



3. Knowledge

Computer Literate	<p>Demonstrates relevant levels of computer literacy and competency, with a working knowledge as follows:</p> <ul style="list-style-type: none"> • Microsoft Office (e-mail, calendar etc) Intermediate • Microsoft Word Advanced • Microsoft Excel Intermediate • Document Scanning / Imaging • Authority (HDC's financial management system)
Working Knowledge – Hauraki District Council Transportation Policies and Bylaws	Good understanding of Transportation policies and the Transport Team Decision Making Principles.
Working Knowledge – Hauraki District Plan and the RMA	Good understanding of the Hauraki District Plan and the RMA
Working Knowledge – Document Management systems	Has knowledge and practical experience with Document Management Systems
Working Knowledge – Office Procedures	Good understanding of office procedures and administration including the ability to operate photocopiers, printers, e-mail etc.
Working Knowledge – Financial Principles	Good understanding of financial principles.

