



TASMANIAN PORTS CORPORATION PTY LTD

POSITION DESCRIPTION

POSITION TITLE:	Administration Assistant
REPORTS TO:	Island Business Coordinator
DIVISION:	Operations King Island
LOCATION:	King Island
CONDITIONS:	Permanent full-time (TasPorts Enterprise Agreement 2022)

PURPOSE OF THE POSITION

The purpose of this position is to provide administrative support to assist in the efficient day to day operations of TasPorts King Island operations.

KEY DUTIES

- Act as the first point of contact for all enquiries at TasPorts King Island office including the processing of payments.
- Receive and distribute incoming telephone calls, emails, and inter-office deliveries to relevant staff at the King Island port including processing all incoming and outgoing mail.
- Undertake port access control through conducting the induction process for contractors and visitors and processing and auditing of visitor passes and Port Access cards.
- Assist on a daily basis and provide leave cover when required for the Bass Island Line Shipping administration position these duties include receipt and dispatch of freight, reconciliation of manifests, liaising with the shipping agents, communication with customers over the counter and work closely with the stevedores to ensure that the shipping operation runs smoothly. Preparation of wharfage quotations.
- Data entry and basic analysis as required for invoicing and reporting.
- Operate TasPorts weighbridge facility on King Island.
- Employee Accreditations, Certificates and Licences Register co-ordination and maintenance.
- Compliance Register co-ordination and maintenance.
- Plant and Vehicle Registrations Register co-ordination and maintenance.
- Undertake general purchasing for the King Island port including consumables.
- Perform other administrative duties as required to assist in the operation of TasPorts King Island facilities; and
- Perform other duties as required in accordance with qualifications and competence.

LEVEL OF RESPONSIBILITY / ACCOUNTABILITY

This position operates under minimal supervision and is responsible for providing information to customers, clients and staff and for attending to the resolution of enquiries that may occur. The incumbent will also undertake administrative duties as directed by the Islands Business Coordinator. This position is required to work weekends as necessary to assist with shipping

TasPorts Health, Safety and Environment Responsibility and Authority

Refer to section 4.7 of the *HSE Responsibility & Authority Procedure*.

Supervisory Responsibility

Nil

KNOWLEDGE, SKILLS AND EXPERIENCE (SELECTION CRITERIA)

1. Ability to provide exceptional customer service and portray a professional approach to TasPorts internal staff and external customers and clients.
2. Strong interpersonal and communication skills with a people and client focused approach at all times.

3. Relevant experience in effectively and confidently using a telephone system and taking and distributing messages.
4. Ability to effectively handle and resolve minor problems as they might arise.
5. Ability to effectively perform both autonomously and in a team based working environment.
6. Competent in the use of personal computers and in utilising Microsoft Office software particularly Outlook, Excel and Word.

QUALIFICATIONS

Essential

- Current drivers licence
- Weighbridge Operator Accreditation
- Ability to acquire a MSIC which requires a national police check

Desirable

- Certificate in Business or Administration