

Position Description

Position Title: Client Services & Administration Support Officer
Position Type: Full Time – Monday to Friday
Reports To: Courtney Campbell – Founder & Managing Director
Location: 48 Bailey Street, Bairnsdale Vic 3875
Contact Details: 03 5152 4858
courtney@devsolvic.com.au

About Development Solutions Victoria

Development Solutions Victoria (DSV) is a busy local family owned and operated Town Planning and Land Development consultancy firm which was founded in 2016 by Courtney Campbell. Since commencement, the business has grown over the years to the scale it is today.

DSV deliver a high-quality town planning and land development consultancy service with multiple planning projects of various scales and types underway at any given time across the country.

DSV has earned a well trusted and respected name within the local community which is ran by Courtney who maintains a heavy community and local focus within the East Gippsland area.

DSV pride themselves on providing a happy and family focused work environment for all staff along with encouraging and facilitating staff training and upskilling at every opportunity.

Position Overview

- You will be required to provide quality high-level of client services and administration support for DSV.
- You will be required to maintain a high level of organisation and be able to effectively manage multiple jobs, enquiries and client and consultant relationships.
- You will be required to have an exceptional level of customer service skills.
You will be a valued and integral part of the team and you will be actively involved in administration and business-related decision making and processes.
- You will be working in a fast-paced environment where you will be required to maintain accurate record keeping and data entry.
- You will be required to have and or obtain relevant industry knowledge and maintain up to date with industry developments, regulations, and legislation.

Key Responsibilities and Duties

- You will be required to be an 'all-rounder' where you can effectively work completing administration services, reception duties and general day to day operations.
- You will be required to execute general admin and reception duties such as, but not limited to managing multiple email accounts, responding to general enquiries, assisting with all aspects of planning permit applications and reports, liaising with Council, paying relevant Council fees, effectively maintaining data and updating tasks on 'Key' as well as conducting site visits and answering phone calls etc.
- You will be responsible for the organisation of fee proposals and commencement of new jobs.
- You will be required to conduct site visits to collect relevant images and data on various projects regularly.
- You will be required to conduct relevant preliminary research and investigations in relation to potential and proposed planning developments of all styles and scales on behalf of clients.
- You will be required to liaise with various sub-contractors and other industry related businesses regularly and maintain a good working relationship with these people and businesses.
- You will be required to work closely with clients to provide them accurate information, updates and advice and effectively manage multiple jobs and enquires in a timely and orderly manner.
- You will be required to answer and filter all incoming calls and record accurate messages and provide correct information when recalling a message.
- You will be required to meet and greet all visitors to the office and ensure the meeting room is always appropriate.
- You will be required to complete all mail requirements and complete shopping tasks as required.
- You will be responsible for ensuring the office is maintained in a clean, neat, and tidy manner, and complete daily cleaning tasks as necessary.
- You will be required to update clients on the status of their applications on a regular basis.
- You will provide administrative support to all other staff members and be a highly valued team member.

Position Requirements

- This position requires a high-level attention to detail, organisation and precision in order to effectively manage the volume of projects underway at any given time and to ensure the business runs at its full potential.
- Possess a can-do attitude and the ability to effectively work alone and in a team environment.
- Effective and professional communication skills are required as you will be working and communicating closely with team members, sub-consultants, Council and clients on a day-to-day basis.
- The ability to effectively manage a large volume of projects and field enquiries in a timely and professional manner.
- Sound written and verbal communication skills are essential as you will be undertaking daily management of emails and telephone calls.
- Neat and tidy presentation, a willingness to learn and a strong work ethic are essential for the role.
- Exceptional customer services skills and ability to build and maintain customer relations.

Key Selection Criteria

- Demonstrated previous experience in a similar administration role, or willingness, desire and ability to learn and receive on the job training.
- Demonstrated analytical skills with an eye for detail and ability to prioritise completing workloads.
- Demonstrated skill in providing a high level of customer service.
- Demonstrated excellent interpersonal, oral and written communication skills.
- Excellent planning and organisational skills with a demonstrated ability to complete tasks in a timely manner.
- Demonstrated proficiency with the Microsoft Suite and general computer experience.
- Proven ability to work cooperatively as part of a cohesive and supportive team as well as possessing a high degree of initiative to work independently when needed.
- A demonstrated understanding of the principles of confidentiality.

If this sounds like you, please provide a copy of your cover letter, resume and a response to the key selection criteria to courtney@devsolvic.com.au

Applications close Monday 8th January.