Longreach Regional Council
Ilfracombe Isisford Longreach Yaraka

Schedule 2 – Position Description

Position Name:	Business Support Officer – Compliance
Position Number:	6043
Directorate:	Organisational Services
Team:	Regulatory Services
Category of Employment:	Permanent, full-time
Classification Level:	Level 3
Classification Type:	Queensland Local Government Industry (Stream A) Award – State 2017; Division 2; Section 1 - Administrative
Reports to:	Coordinator – Regulatory Services
Located:	Longreach
Accountable for:	Nil
Vehicle Authorisation:	Classification 4 – Business use only
Financial Delegation:	Purchasing Officer (Requisitioner) - $3,000.00
Revised:	November 2026

Our Vision

Connecting Council and Community

Our Mission

Delivering Excellent Services

Our Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking

Position Objective

The primary objective of this position is to provide professional customer service and administrative support to the Regulatory Services function, ensuring efficient service delivery, accurate records management and effective coordination of compliance-related activities. The position supports the delivery of animal management and local law services by acting as a key liaison between the community and Compliance Officers, contributing to positive customer experiences, regulatory outcomes and operational effectiveness.

Position Responsibilities

Functional Area	Key Responsibilities
Customer Service	• Act as the first point of contact for customers regarding animal management and local laws enquiries. • Provide professional, helpful and respectful customer service and apply de-escalation techniques when responding to difficult or sensitive enquiries. • Assist customers with registrations, permits, applications and regulatory service requests.
Compliance Administration	• Process animal registrations, renewals and reminder notices. • Maintain and update animal registration records, including microchip and desexing information. • Process permits, applications and associated documentation in accordance with Council procedures. • Receive and receipt customer payments and maintain accurate financial records relating to compliance administration functions.
Records and Reporting	• Accurately record, triage and allocate customer requests through Council's systems. • Maintain the integrity, accuracy and confidentiality of compliance and registration records. • Prepare and issue routine correspondence, notices and administrative documentation. • Assist with the preparation of reports, statistical information and data requests as required.
Team Support	• Provide administrative support to Compliance Officers, and the broader Regulatory Services team as required. • Refer complex, contentious, enforcement or regulatory matters to the appropriate delegate. • Contribute to continuous improvement of administrative processes and customer service delivery.
Other	• Other such relevant duties as required from time to time which would generally fall within the scope of this position as directed by your accountable supervisor or the Chief Executive Officer.

	• Carry out all duties in line with Council's Workplace Health and Safety policies and procedures and adhere to any legislative obligations.

Extent of Authority

This position operates under general supervision and within established Council policies, procedures, approved fee schedules and delegated administrative authorities. The position is authorised to process registrations, renewals, permits, applications, payments and routine correspondence, maintain compliance and registration records, and triage customer requests. The role exercises judgement within established procedures but does not hold regulatory delegations, exercise enforcement discretion, or make decisions relating to investigations, compliance actions or statutory notices.

Key Relationships

Internal		
Position	**Nature of Relationship**	**How it Works**
Coordinator – Regulatory Services	Reporting and operational support	Receives direction, guidance and feedback, escalates complex matters and provides administrative support to achieve team outcomes.
Compliance Officers	Administrative support and information sharing	Provides registration, records and customer service support, refers operational and enforcement matters, and assists officers through accurate records management.
Manager of Regulatory Services	Professional and organisational support	Collaborates as required on reporting, service delivery, customer outcomes and departmental objectives.
Customer Service Team	Collaborative service delivery and customer support	Works closely with the Customer Service Team, who provide the first point of contact for Council customers. The team provides general information, processes payments, lodges customer requests, issues standard forms and refers regulatory enquiries to the Business Support Officer – Compliance for further action.

External		
Position	Nature of Relationship	How it Works
Members of the Public	Customer service and information provision	Responds to enquiries, processes registrations, permits and applications, receives payments and provides information regarding animal management and local laws.
Government Agencies, Animal Management Organisations and Service Providers	Information exchange and administrative coordination	Shares and obtains information relating to registrations, animal management matters and compliance administration requirements in accordance with Council procedures and confidentiality obligations.

Key Behavioural Competencies

Key behavioural competencies for this role include:

- Demonstrates a strong customer service focus and maintains a professional, courteous and respectful approach with customers and colleagues.
- Communicates clearly and effectively both verbally and in writing.
- Maintains composure and professionalism when managing difficult or emotionally charged interactions.
- Demonstrates attention to detail and commitment to data accuracy and record integrity.
- Maintains confidentiality and handles sensitive information appropriately.
- Organises workload effectively and consistently meets deadlines.
- Works collaboratively as part of a team while taking responsibility for individual tasks and outcomes.
- Adapts positively to changing priorities and operational requirements.

Position Requirements

Skills

- High-level customer service and conflict de-escalation skills.
- Administrative skills including registration, permitting and receipting processes.
- Accurate data entry, records management and document control skills.
- Ability to prepare routine correspondence and notices.
- Proficient computer skills, including use of various systems and Microsoft Office applications.

Knowledge

- Working knowledge of local laws and animal management processes.
- Understanding of records management, privacy and confidentiality requirements.
- Knowledge of customer service principles and administrative procedures.
- Understanding of fee schedules, application processes and compliance administration requirements.

Mandatory Experience/Qualifications

- Current Queensland Class C Driver Licence.
- Relevant administrative, business and/or customer service experience.

Desirable Experience/Qualifications

- Certificate III or IV in Business Administration, or demonstrated equivalent experience.
- Experience working within local government.
- Experience in animal management, animal registration administration or a related regulatory environment.
- Experience using compliance, regulatory or animal management information systems.
- Knowledge of Queensland animal management and local government legislation.
- Experience supporting regulatory, local laws or compliance functions.

Delegations and Authorisations

Financial Delegations

Check	Role	Financial delegation (up to)	Description
☒	Purchasing Officer (Requisitioner)	$3,000	Authorised to create and manage purchase orders or corporate credit card purchases within the threshold, subject to budget availability and Council procurement procedures; does not hold approval (financial delegate) authority and must obtain approval from an authorised delegate for purchases exceeding this limit.

Vehicle Authorisations

Check	Vehicle authorisation	Description
☒	**Classification 4** – Business use only	This position is authorised to use Council-owned or hired motor vehicles under ***Classification 4 – Business use only*** in accordance with Council's Motor Vehicle Policy and Management Directive – Motor Vehicle Provision and Use. Vehicle use is limited to approved business purposes and is subject to compliance with all policy conditions, licence requirements, reporting, and safety obligations. The position does not hold authority to approve vehicle allocations, usage classifications, or private use.

☒ Where the position has Delegations and Authorisation

Chief Executive to Employee Delegations and Authorisations

This position exercises powers and functions in accordance with Council's Delegations and Authorisations Policy, the Chief Executive Officer to Employee and Contractor Delegations Register, and any Authorised Person/ Authorised Officer Instrument of Employment issued to the role holder. Authority is limited to those delegations and authorisations formally granted and current at the time of action. The position holder is responsible for understanding and complying with the scope and conditions of their delegations and for escalating matters outside delegated authority in accordance with council procedures.

Physical Requirements

Vision and Hearing Requirements

☐ This position requires a vision test

☐ This position requires a hearing test

Cognitive Requirements	Frequency (% of working day)			
	Rare/Never	Occasional 0-33%	Frequent 34 – 66%	Constant > 66%
Working Independently - ability to utilise autonomy with respect to the processes by which tasks are completed.	☐	☐	☒	☐
Team Based Work - works in a team of people and not exposed to isolation	☐	☐	☒	☐
Communicating With Others – Verbal	☐	☐	☐	☒
Communicating With Others - Written	☐	☐	☐	☒
Focused Attention on Task - high levels of attention required to minimise errors and ensure accuracy	☐	☐	☒	☐
Concentrating – high levels of concentration required while completing required tasks	☐	☐	☒	☐
Planning and Sequencing Tasks and Activities - managing multiple tasks or projects simultaneously, ensuring that all activities are completed efficiently and effectively.	☐	☐	☐	☒
Decision Making - required to exercise sound decision making while completing all aspects of the position	☐	☒	☐	☐
Problem Solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day	☐	☒	☐	☐
Reasoning - required to exercise sound reasoning while completing all aspects of the position within defined scope	☐	☐	☐	☒
Judgement - required to exercise sound judgement while completing all aspects of the position within defined scope	☐	☐	☐	☒
Short and Long-term Memory Recall – ready access to documented procedures or precedents to perform requirements of the position	☐	☐	☒	☐
Emotional Resilience - exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations,	☐	☐	☒	☐

general workload demands, change beyond individual's personal control				
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	☐	☐	☒	☐

Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

☐ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Frequency (% of working day)			
	Rare/Never	Occasional 0-33%	Frequent 34 – 66%	Constant > 66%
Mobility/Posture				
Sitting – stay in seated position (including driving)	☐	☐	☒	☐
Standing – standing in an upright position, moving less than 3 steps	☐	☒	☐	☐
Walking – In an upright position, moving more than 3 steps	☐	☒	☐	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground	☒	☐	☐	☐
Non-Manual Handling				
Crouch/Squat - To lower the body by bending forward from legs and spine, buttocks on or near the heels	☐	☒	☐	☐
Kneeling – To lower the body	☐	☒	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	☐	☒	☐	☐
Reaching – Extending arms out in any direction	☐	☒	☐	☐
Twisting/Trunk Rotation – Rotating the body to one side or the other without moving the feet	☐	☒	☐	☐
Fine Manipulation/Pinch Grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm	☐	☒	☐	☐
Power/Open Hand Grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended	☐	☒	☐	☐
Writing/Typing	☐	☐	☐	☒
Climb Ladders	☒	☐	☐	☐
Climb or descend stairs	☐	☒	☐	☐
Low Level Work – Performing manual handling actions at or near ground level	☐	☒	☐	☐
Manual Handling Work				
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders	☐	☒	☐	☐

Pushing/Pulling – Applying force to move something away or closer to oneself, including static positions	☐	☒	☐	☐
Weight Requirements – lift, carry, push, pull or hold				
1 - 5kg	☐	☐	☒	☐
5.1 – 10kg	☐	☒	☐	☐
10.1 -15kg	☒	☐	☐	☐
15.1 -20kg	☒	☐	☐	☐
Lift floor to hip	☐	☒	☐	☐
Lift waist to shoulder	☒	☐	☐	☐
Lift overhead	☒	☐	☐	☐

☐ Plant operation with maximum seat rating of 120kgs

☐ Plant operation with maximum seat rating of 150kgs

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and LRC– SMS *(Longreach Regional Council's - Safety Management System)* incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

Employees of Longreach Regional Council have the following responsibilities for health and safety at work.

- Take reasonable care of their own health and safety and ensure that their actions do not adversely affect the health and safety of others.
- Comply with and follow all reasonable instructions for work health and safety (WHS) and cooperate with all reasonable WHS policies, procedures, guidance, instructions, and directions.
- To not intentionally or recklessly interfere with or misuse any substance or thing provided in the interests of WHS.
- Use Longreach Regional Council's WHS risk management approach, participate in risk assessments and assist in identifying and using control measures to eliminate or minimise WHS risks.
- Ensure safe work practices including operating and maintaining all machinery, equipment and plant in a safe way and holding licences and training where required.
- Report any worn out or defective tools or equipment or problems with tools and equipment.
- Comply with Council's induction and training requirements.
- Participate in meetings, training, consultation and other WHS activities such as inspections, incident investigations, and evacuation drills as required.
- Use, maintain and store personal protective equipment (PPE) in the appropriate manner.
- Be familiar with emergency and evacuation procedures for their work area and comply with instructions given by emergency response, including emergency wardens and first aiders.

- Report all problems with undertaking work, including concerns or signs of injury, discomfort, or ill health, immediately to their manager or supervisor.
- Report any unsafe situation, workplace hazard, injury, incident, or near-miss to their manager or supervisor immediately.
- STOP WORK if it not safe to continue and report concerns to their manager or supervisor.
- Assist in maintaining a high level of housekeeping, cleanliness, and tidiness.
- Undertake tasks as required to enable continuous improvement for WHS management

Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Simon Kuttner, Acting Director of Organisational Services
Signature:	
Date:	
Present Incumbent:	Vacant
Signature:	
Date:	