



# **Anangu Pitjantjatjara Yankunytjatjara**

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## **Permits Officer - Umuwa**

### **JOB DESCRIPTION**

<b>Position:</b>	Permits Officer
<b>Position Level:</b>	Level 2: Salary in accordance with the APY Enterprise Agreement
<b>Responsible to:</b>	Manager Stakeholder Engagement
<b>Location:</b>	Umuwa, APY Lands, South Australia

### **DUTIES**

The objective of the role of Permits Officer is to receive and process accurate Permits.

In accordance with the *Anangu Pitjantjatjara Yankunytjatjara Land Rights Act 1981*.

The individual is responsible for processing and issuing permits daily. Has daily contact with the public via phone, email, or in person and responds to requests or inquiries regarding permits in a timely manner to a high standard.

Process permit fees and run daily deposit reports. May run monthly or 6 monthly reports, as requested. Operate a computer, access network drives, Permits database and other standard office machines/equipment such as: calculator, telephone, facsimile, copier, etc.

Perform clerical duties such as typing permits, emails and letters, as required. Receive and file all correspondence within APY internal network drives.

Perform other duties assigned by Manager, as required.

### **Main Duties:**

- Prepare, process, and issue permits for APY daily
- Review applications and relevant paperwork associated with the permit requests to ensure information is complete and accurate – report any unresolved applications to line manager
- Liaise with internal and external stakeholders
- Contribute to continuous improvement to the permit system and processes
- Prepare weekly reports for the Manager Stakeholder Engagement
- Handle all enquiries regarding permits

- Liaise with other organisations i.e., RASAC, Nganampa Health Council Inc., PY Media on relevant matters
- Fax/Email notification / permit application forms to applicants, where necessary
- Fax/Email notification / permit application forms to appropriate communities for approval of entry
- Maintain customer service at a high standard
- Assist with collecting and distributing the mail, as required
- Take minutes of meetings, as required
- Refer permits and/or presentation to the APY Executive Board of Management through Manager or at Board meetings, as required
- Process permit information and documents pertaining to APY in a confidential manner in accordance with APY policies
- Monitor the permit office email address and process permit applications within an agreed timeframe
- Process permit responses via email
- Save and file all permit details in electronic format on APY network drives (G:/) daily
- Email permits to applicants
- Ensure all communities and the website are kept updated with the latest forms and information
- Maintain up-to-date procedural manual and step by step process
- Process receipts for permits
- Support Administration staff as required
- Use EFTPOS machine and manage transactions
- Mentor and train/support other staff, as required

**Other Duties:**

- Other duties, as required

**Essential**

- Ability to communicate effectively with the general public, Stakeholders, co-workers, with courtesy, tact, judgement providing clear explanations on procedures and requirements relating to the APY permit process.
- Must have excellent written and verbal communication skills
- Previous administration skills
- Advanced knowledge and use of the Microsoft Office Suite including Windows operating environment, Microsoft Word, Excel, PowerPoint, Access, Outlook
- ability to work with in house database or willingness to learn
- Demonstrated knowledge of paper based or electronic use of record management
- Strong customer service skills to work with a variety of people and staff using tact, courtesy and good judgment.
- Experience in handling money and EFTPOS transactions
- Be willing to undertake training
- Ability to live and work in a remote location
- Ability to work in a cross-cultural environment
- Ability to work as a team member and under Anangu direction
- Ability to work independently in carrying out position responsibilities

- Ability to be flexible and adaptable
- Current SA or NT Driver's Licence

### **Qualifications/Education**

- Administration experience in an office environment
- Minimum Certificate 2
- Completion of Year 10 or above
- PC Computer literate

### **Desirable**

- An understanding of the *Anangu Pitjantjatjara Yankunytjatjara Land Rights Act 1981*

### **General Conditions**

- This is a full-time position
- As per the APY Enterprise Agreement

**\*\*\*\*\*To apply for this position please address all points in the Essential criteria\*\*\*\*\***

Please direct all enquiries and send your application to HR – Heather McCain on Ph: 89520781 and email [hr@araluentaxationservices.com.au](mailto:hr@araluentaxationservices.com.au)

Anangu are encouraged to apply for the position.

**Closing Date:** 18<sup>th</sup> September, 2020