

Position Title: Administrative Officer / Reception
Reference Number:
Position Location: All locations
Position Reports To: Site Manager / Manager
Position Control:

Date	Description
13/04/2010	Release date

As a Joblink Plus employee it is imperative that you demonstrate empathy for people from diverse and disadvantaged backgrounds.

Purpose of the business unit:

The Employment Services business unit of Joblink Plus undertakes core services for client's with an objective to achieve specific outcomes (which may range from sustainable employment to continuing education). This business unit utilises the full suite of programs and services to assist the client's, including:

- the identification of vocational and non-vocational barriers and plans to address these
- learning and skills gap analysis to identify training opportunities
- the development of personalised support plans to place the jobseeker in employment.
- building rapport, motivating and mentoring client to achieve specified goals / outcomes.

Purpose of the position:

This role exists to provide customer service for front reception and carry out administrative and general office duties as required.

Position Duties and Responsibilities:

1. Gain an appropriate working knowledge of the organisation, its products and services.
2. Attending to incoming calls, greet and assist visitors with their queries with a focus on quality customer service.
3. Ensure office supplies are stocked and available for staff.
4. Purchasing of the required supplies for the maintenance of premises and equipment ensuring the continued improvement of site appearance, the maintenance of plants, promotional material on display and tidiness of reception area.
5. Ensure office equipment is in an operational condition at all times.
6. Oversee the cleanliness of site kitchen facilities and the supply of consumables.
7. Support staff with general administrative duties when required, or as directed by your Manager.
8. Develop timely, accurate and appropriate reporting for all jobseekers at appropriate contract service stages.

9. Ensure accurate and timely data entry into organisational and agency systems. Manage the ongoing requirements of organisational and departmental systems.
10. Keep abreast of regional labour market trends and apply this knowledge to your day-to-day duties with jobseekers.
11. Participate, consult and collaborate with your team to deliver jobseeker outcomes in a team-based approach.
12. Conduct your duties following Joblink Plus policies, procedures and guidelines.
13. Demonstrate your understanding of Joblink Plus Vision, Mission and Values by your actions and behaviour.
14. Complete other duties as identified and directed by your Manager.

Position has the following direct reports: None

Position delegation:

Decision Making –Advice and support to jobseekers, office supplies restocking, maintenance of premises and equipment
Financial – As per Joblink Plus policy and delegated authority

Position Key Relationships with Stakeholders:

Internal – Employment Services business unit, Quality & Contract Services business unit, All Joblink Plus employees

External – Clients/Jobseekers, Employers, Centrelink, DEEWR, Job Services Australia Providers, Training Organisations, Suppliers, Support Services and others.

Position Competencies:

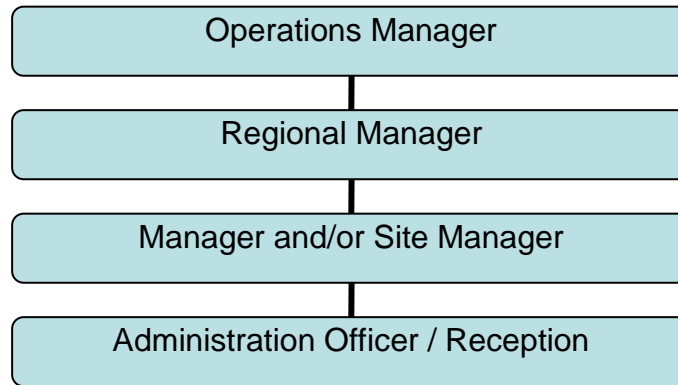
Essential –

- Motivated to genuinely assist our jobseeker base and have the ability to balance sympathy and empathy.
- Ability to effectively and efficiently build rapport and sustainable relationships with all stakeholders.
- Demonstrated excellent communication, phone manner, interpersonal and presentation skills.
- Demonstrated excellent customer service skills.
- Demonstrated sound judgement and decision making skills.
- Demonstrated time management skills to effectively prioritise and work to deadlines.
- Ability to multitask within a complex environment and remain focused on outcomes.
- Demonstrated ability to work independently as well as an effective team member.
- Demonstrated typing skills and proficiency with computers (including MS Suite)
- Demonstrated understanding of privacy principles

Desirable -

- Previous experience in employment services industry

Organisational Structure



Acknowledgement:

I acknowledge that I have read and discussed this position description and understand my role, duties and responsibilities.

Employee Name

Signature

Dated

Position Selection Criteria for response:

1. Motivated to genuinely assist our jobseeker base and have the ability to balance sympathy and empathy.
2. Demonstrated ability to support staff with general administrative duties (meet / greet clients / customers, telephone skills, filing and other administrative tasks).
3. Demonstrated excellent communication, interpersonal and presentation skills.
4. Demonstrated time management skills to effectively prioritise and work to deadlines.
5. Demonstrated ability to work independently as well as an effective team member.
6. Demonstrated keyboard skills and proficiency with computers (including MS Suite).