

Position Description

Administration Assistant

Position Title:	Administration Officer
Business Unit:	Employment Services
Location:	Dependent on Site Location
Reports To:	Business Manager
Direct Reports:	Nil
Parameters:	Award
Date Prepared:	25 January 2021
Approved By:	Executive Leader Hunter and Central West

Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.

Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.

Our principles help define the behaviours that characterise us, and include Connection, Support, Commitment, Knowledge, Belonging and Unity.

There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.

Purpose of the Position:

To provide administrative support and carry out general office and reception duties. To assist and support the Joblink Plus team through clear communication and delivering exceptional customer service, prioritising tasks and managing workflow to meet deadlines.

Position Responsibilities and Duties:

1. Assist clients and customers and respond to all enquiries in a timely manner.
2. Perform administrative duties for the office and provide administrative support to staff as required.
3. Answer incoming calls and direct them to the appropriate team member.
4. Maintain office equipment and supplies including stationary, referring any issues to the Manager.
5. Assist clients with initial contact visit and sign up where required.
6. Greeting all visitors to site and ensure all visitors sign in and are directed accordingly
7. Maintain accurate and timely data entry and appropriate reporting as required.
8. Schedule client's future appointments, rescheduling as required
9. Process supplier payments and associated administration
10. Scan and upload documents to JRL and ESS Systems
11. To ensure that the Joblink Plus office site remains clean, tidy and presentable at all times.

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12. Continue to find ways to improve administrative processes
13. Any other duties your manager requests to ensure the office functions efficiently (within capability)

General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures
4. Promote and implement the principles of personal accountability with relation to discrimination and harassment in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions

Organisational Environment

This position supports the team located at the site where this role operates including supporting individual team members as required.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	Customer service and interpersonal skills Written and verbal communication, able to build rapport and sustain working relationships Time management, able to multitask and meet strict deadlines Sound judgement, problem solving & logical thinking Administration, reporting, computer applications, MS Office Suite Provide administrative support to a team Privacy and confidentiality principles Barriers affecting clients
Experience	Administration, reception or customer service.
Qualifications	Current C class drivers' licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check
Personal Qualities & Behavioural Traits	Ability to collaborate with others; understands the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries Builds collaborative relationships with internal and external clients and stakeholders Excellent communication skills: listens to others and conveys information clearly, accurately, logically and concisely To be reliable and have a commitment to fulfil the position

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	Ability to establish and maintain appropriate personal and professional boundaries Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure
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Desirable Competencies, Qualifications and Experience

Experience	Previous experience in Employment or Disability Services
Qualifications	Certificate III Business Administration or similar

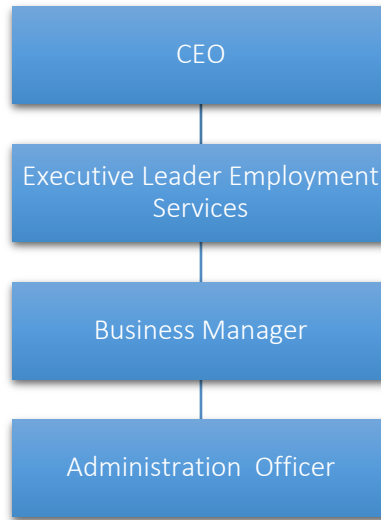
Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time to time to meet the needs of Joblink Plus.

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Organisational Structure



Acknowledgement:

I have reviewed and understand the content of the position description and believe it to be accurate of what I am employed to do.

I understand that Joblink Plus retains the right to change the position description as deemed necessary.

I will follow and adhere to my position description and the requirements of my position to the best of my ability.

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

Name

Signature

Date