

ADMINISTRATION OFFICER

JOB DESCRIPTION

| | |
|-------------------------------|--|
| Position Description: | This position has been established to perform administrative functions for support and maintenance of services. Terms and conditions are outlined in the Relationships Australia (NSW) Enterprise Agreement. |
| Reports to: | Centre Manager/Team Leader Centre Support |
| Position Type | Various |
| Position Liaises with: | Centre Manager, Team Leader Centre Support, other Relationships Australia (NSW) staff, general external enquiries from stakeholders and clients |
| Location: | Parramatta Centre |

Core Responsibilities

- Delivering exceptional customer service to clients and internal customers (clinicians and other RA staff).
- Providing effective administrative support for all services and customers.
- Maintaining client-related data collection and record systems compliant with organisational standards.
- Effective participation in staff teams.
- Attending to professional development and relevant learning for organisational knowledge.
- Ensure compliance with Work Health and Safety in line with the organisation's WH&S Policy and procedures.

Key Tasks

Deliver Quality Customer Service

- Ensure effective liaison with and reception of customers for all services (by telephone, email and in person); manage enquiries, intakes, or information requests responsibly, with initiative and sound judgement;
- Promote appropriate services across the organisation for customers;
- Ensure office presentation, service information and publicity materials meet standards and are available for customers;
- Follow intake process in accordance with standard procedure;
- Liaise with other agency staff (e.g., counsellors, team leaders, educators and managers) as required;
- Actively pursue information/required to deliver excellent customer service.

Provide Effective Administrative Support:

- Maintain financial, data and information systems for services; record appointments and bookings for rooms;
- Maintain resources for relevant organisational knowledge of services and programs;
- Actively identify problems, apply initiative, problem solving skills and propose solutions;
- Provide reports, correspondence and word processing material as directed; plan work to meet timelines;
- Maintain office equipment/machines to standard;
- Attend to resources for programs / customers e.g., stationary, amenities, and other materials;
- Utilise agency policies, and understand their application.

Maintain Data Collection Systems/Records:

- Collect and enter information as required for staff and relevant programs;
- Utilise relevant programs for data/record/information collection;
- Produce standard reports as required, in a timely and accurate manner;
- Ensure confidential destruction of files when necessary.

Contribute to staff team at all organisational levels:

- Support and cooperate with colleagues, communicate openly ensuring relevant information is transferred or circulated appropriately;
- Provide and be responsive to constructive feedback;
- Encourage and support diversity of ideas, respecting the needs and strengths of each member of the team; attend and contribute to team staff meetings.
- Contribute to and participate in staff development opportunities.

Key Competencies

Customer Service Orientation - ability to deal with a wide variety of enquiries from clients in a calm and courteous manner, the public and other organisations demonstrating maturity and discretion; promote a positive and inviting image; interact respectfully and ethically with a diverse range of customers and customer service;

Administrative Skills - experience and knowledge with a range of administrative duties; flexibility and ability to multi-task within office; financial management ability.

Technical Skills – Strong computer skills; experienced in MS Office (word, excel, outlook); Management of data system (Penelope) functionality, organising files, records and messages within area of responsibility.

Interpersonal and Communication Skills – excellent interpersonal skills (verbal and written); demonstrating initiative, adaptability with difficult situations or tasks; manages own stress and boundaries eliciting appropriate support as required; plans and organises self with complex workload; advises line manager of any concerns or issues;

Teamwork – works collaboratively and collectively with team / work group to accomplish organisational goals; respecting the needs and contributions of others for quality service delivery.