

## INTAKE/ADMINISTRATION OFFICER

### JOB DESCRIPTION

<b>Position Description:</b>	This position has been established to perform administrative tasks, reception as well as intake, Terms and conditions are outlined in the Relationships Australia (NSW) Enterprise Agreement.
<b>Reports to:</b>	Team Leader / Manager of the region or centre where duties are performed.
<b>Staff under direct supervision:</b>	0
<b>Position Type</b>	Fixed term
<b>Position Liaises with:</b>	Centre Manager, Team Leader Centre Support, other Relationships Australia (NSW) staff and general external enquiries from stakeholders and clients
<b>Location:</b>	Western Sydney Referral Service.

### Core Responsibilities

- Delivering quality customer service to internal and external customers.
- Providing effective administrative support service to staff and customers.
- Maintaining data collection and record systems compliant with organisational standards.
- Effective participation in staff teams.
- Attending to professional development and relevant learning for organisational knowledge.
- Ensures compliance with Occupational Health and Safety in line with the organisation's OH+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, coordinators, 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 and 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;
- File records and data to agency standards, back-up where necessary;
- 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** – confident knowledge and use of computer technology, including the suite of Microsoft office programs and 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.

**Selection Criteria:**

**Essential**

- A minimum of 3 years' experience in administration roles that required autonomous and high level organisational support;
- Proven advanced computer technology skills (MS Office programs);
- Proven organisational, multitasking and prioritising skills with the ability to remain focused in a busy environment;
- Proven written and verbal communication skills and professionalism;
- Please provide examples of your attention to detail;
- Please describe your experience in handling confidentiality and sensitive information.