

Administration Assistant Position Description

Department/s	Corporate Services
Award	Labour Market Assistance Industry Award 2020
Classification	As per employment contract
Location	As per employment contract
Manager	Finance Administration Team Leader
Direct Reports	Nil

Our Values



We value and consider the opinions of others. We embrace diversity, and provide an inclusive workplace. We treat others the way we wish to be treated. We listen and we care.



We act in the best interests of our customers, staff and community. We act with honesty and transparency. We provide a safe and supportive workplace for all.



We work as a team to achieve the best results. We build connections and share our success. We are persistent, passionate and determined. We empower and support others to make decisions.



We deliver on our promises. We take ownership of our decisions and our actions. We demonstrate the behaviours we wish to see in others. We seek feedback so we can improve.



We are invested in a sustainable future for our community and our planet. We seek ways to minimise our impact on the environment. We invest in our people, our systems and our capabilities.

About the Role

An Administrative Assistant (AA) provides critical administrative and secretarial support services to the wider organisation.

Key Responsibilities

- This position is responsible for providing secondary support for telephone switchboard incoming calls.
- Respond to telephone enquiries in a timely and professional manner.
- Attend reception desk in the absence of the receptionist.
- Provide assistance with the organisations travel bookings and the reconciliation of travel accounts when required.
- Acknowledge and respond to customer enquiries including by telephone, email and other electronic means in a timely manner.
- Refer customers/client to appropriate programs as required.
- Provide a full range of administrative and clerical support services for all site staff.

Key Responsibilities – continued

- Actively contribute to the Corporate Services Administration Team objectives of risk minimisation, respect and innovation.
- Provide a full range of administrative and clerical support services for all site staff.
- Assist in arranging meetings, workshops and related events as required.
- Contribute to continuous improvement within the role.
- Adhere to Workways Dress Code and present a professional attitude at all times.
- Have an awareness of and assist in the identification and reporting of risk.
- Comply with the requirements of Workplace Health & Safety (WHS) legislation and related WHS procedures developed by Workways.
- Any other duties as directed by the Finance & Administration Team Leader.

Key Responsibilities – Organisational

- Adhere to the Workways Code of Conduct and enact the Workways Values
- Adhere to all applicable legislation, and organisational policies, procedures and standards.
- Undertake any other duties, consistent with skills and experience, as directed by the reporting manager

Key Competencies

- Attention to detail
- Time Management
- Communication (Written and Verbal)
- Teamwork
- Customer Services

Performance Indicators

- Quality customer service.
- Attention to detail when booking travel for staff as directed.
- Capacity to work within the Administration Team.
- Attention to detail within tasks.
- Responsiveness and timeliness completion of tasks.
- Compliance with Workways Code of Conduct, organisational policies and procedures and other relevant legislation.
- Compliance with Quality Assurance Framework principles for Employment Services.

Key Selection Criteria

- Sound experience in the provision of administrative support services.
- Demonstrated skills and experience in Microsoft Office applications including Word, Excel, Outlook, and PowerPoint.
- Previous experience in an Administration role.
- Sound experience in establishing productive working relationships with a diverse client base through effective communication, negotiation and the delivery of excellent customer service.
- A high degree of professionalism, integrity and confidentiality within an internal and external customer service environment.
- The ability to work as part of a team to achieve goals.
- Professionally dedicated, flexible, a willingness to learn and with skills to adapt to changing environment.
- Capability to resolve conflict and appropriately deal with people who have significant barriers to employments – is an advantage.
- Capacity to work independently with minimal direction and collaboratively in a team environment.
- Demonstrated understanding of Risk Minimisation.

Position Requirements

Qualifications (*Preferred*)

- Certificate III in Office Administrative or demonstrated equivalent.

Licences and Checks

- Criminal History check
- Working with Children/Vulnerable People Check
- The Right to Work in Australia
- Current valid Driving Licence

Employee Acknowledgement

I have read and understand what is required of me in the position:

Employee Name

Employee Signature:

Date:

It should be noted that Position Descriptions are under constant review and may be changed at any time.