

# Position Description

1. POSITION DETAILS	
Position Title	Administration Officer
Company	
Location	Yarrabah
Reports to	Participation Support Team Leader / General Manager
Supervises (if applicable)	Not Applicable
Position Type	Part Time or Full Time
2. PURPOSE	
A brief over of the role	
Provide administration support for the Yarrabah Employment Services Model.	
Provide a high-level service and support to staff, participants and other stakeholders.	
3. PRIMARY RESPONSIBILITIES & KPIs	
Describe the key responsibilities and duties of the role	
<b>Administrative Tasks</b> <ul style="list-style-type: none"><li>• Assist with all the administration associated with the business operations.</li><li>• Meet and greet people when they arrive in the office</li><li>• Perform all reception duties, including answering the phone, taking messages, responding to emails and following up on administration work.</li><li>• Assist with organising documents and coordination of daily office activities.</li><li>• Assist with all aspects of relevant needs of managers with travel bookings, administration duties and general organisation.</li><li>• Complete tasks to assist team members and any other office duties as required.</li></ul>	
<b>Stakeholder Relationships</b> <ul style="list-style-type: none"><li>• Liaise with Managers, Leaders, staff and other stakeholders</li><li>• Liaise with Community and all relevant stakeholders.</li></ul>	
<b>Workplace Health &amp; Safety</b> <ul style="list-style-type: none"><li>• Ensure all actions and tasks adhere to requirements, policies and procedures in line with regulations and legislation as well as EEO and employment diversity principles and practices.</li><li>• Proactive contribute to a safe working environment by identifying and reporting hazards, incident and unsafe practices as per company procedure.</li></ul>	
<i>While a representative of the duties and responsibilities of the role, this Employment Position Statement does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.</i>	

# Position Description

## 4. KNOWLEDGE / EXPERIENCE / QUALIFICATIONS

What specific knowledge / experience / qualifications are required for this role

### Essential:

- Good communication skills
- Comfortable in speaking on the telephone
- A customer service focus
- A friendly and positive outlook with a genuine desire to help people
- Basic computer skills.
- Relevant Child Suitability Card, or ability to get one.

### Desired:

- Manual car licence
- Sound skills in using Windows based software, Internet, Email.
- Skills and/or qualifications in Business Administration or a willingness to undertake training to obtain those qualifications

## 5. EMPLOYEE ACCEPTANCE

I accept and understand the responsibilities and duties of this role

<b>Name of Employee</b>	
<b>Date of Commencement</b>	
<b>Signature</b>	
<b>Date</b>	