
JOB AND PERSON SPECIFICATION

Title of Position:	Administration Assistant
Term of Appointment:	Feb 2013 to 30 th June 2013
Fraction of Time:	Casual
Employment Location:	Milang Old School House Community Centre
Award:	Social, Community, Home Care and Disability Services Industry Award
Level of Award:	Level 2

JOB SPECIFICATION

This job description is meant to describe the general nature and level of work being performed; it is not intended as an exhaustive list of all responsibilities, duties and skills required for the position.

1. Background Information

The Milang & District Community Association Incorporated (MDCA) through the Milang Old School House Community Centre works with the community to develop programs which foster community development and capacity building.

2. Summary of the broad purpose of the position

The Administration Support Officer is a key member of the MDCA team with a focus on delivery of effective and responsive administration services across a number of programs including Home and Community Care, Executive Officer Support, Adult Community Education, Volunteer Programs and Events.

Position Objectives

- To support the MDCA Executive Officer and program management staff in the implementation of administrative functions to ensure the successful delivery of programs.
- To support volunteers to apply administrative processes and procedures

3. Reporting / Working relationships

The position is responsible to the MDCA Committee, through the Executive Officer for:

- Administration and Secretarial Services
- Assistance in organising events
- Assisting to maintain client and customer databases and mailing lists

4. Special Requirements

This position is required to:

- Work flexibly as part of a team
- Participate in regular performance development reviews
- Undertake some work outside normal hours which can be taken as TOIL
- Undertake other duties as required within the scope of the SCHCADS Award

5. Key Responsibilities / Duties

Customer Service

- Provide friendly, respectful and appropriate customer service
- Manage incoming and outgoing calls, mail and email, responding to requests for information appropriately
- Provide information on the services provided by MDCA

Information Services and Data Management

- Maintain databases including email and regional listings
- Provide MDCA program information on request
- Coordinate effective and timely information dissemination procedures to the MDCA team
- Support and assist with communications between MDCA and the community including preparation of newsletter mail outs
- Maintain mail out database
- Maintain and use IT programs (Microsoft Office) appropriately
- Record daily activity and compile statistics on a monthly and annual basis
- Maintain records and filing systems
- Maintain resource library

Resource Management

- Manage and maintain office equipment in good working order
- Operate a range of office equipment such as computers, photocopier and fax
- Manage and order:
 - stationery supplies, other consumables
- Maintain key/badge register
- Update MDCA resources and information as required
- Develop promotional materials as requested
- Develop, record, implement and review relevant office procedures
- Maintain volunteer records as directed

Equal Opportunity

MDCA employees are required to adhere to the requirements of the Equal Opportunity Act 1984 (as amended) and all other associated legislation.

Policies, Principles, Procedures and Guidelines

The employee will be expected to:

- Model the community development process whilst undertaking all duties and tasks.
- Adhere to the mission, objectives and philosophy of MDCA
- Work in accordance with MDCA policies, procedures and Delegations of Authority.
- Be responsible and accountable for maintaining official records created in this position according to relevant legislation, policies and procedures.

Occupational Health, Safety and Welfare and Risk Management requirements

Employees are responsible and accountable for:

- Complying with workplace policies and procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
- Reporting any risks or potential risks identified in the course of their work. If the employee is unsure as to whether the issue/matter observed constitutes a risk to MDCA, they should report the issue/matter immediately to the Executive Officer.

Police Check

- Applicants will require a successful national police clearance.

PERSON SPECIFICATION – Essential criteria

1. Education and Experience

- Understanding of the responsibilities and function of a community organisation
- Excellent demonstrated computer skills and familiarity with *Office programs, Volunteer Impact Database*.
- Excellent customer service skills, including telephone, direct contact, written communication and social media.
- A commitment to the philosophies and principles of Community Development, Social Health, Social Justice, Primary Health and Lifelong Learning
- Qualifications in Community Services Work, Business or previous experience in working in an administration function

2. Personal Abilities and Skills

- Ability to act with understanding and empathy. Be warm, caring, patient, tolerant, sensitive, tactful and aware.
- Respect confidentiality.
- Ability to work as a team member.
- Demonstrated administration skills, including planning and prioritising.
- Demonstrated leadership skills.
- Demonstrated ability to resolve conflict, identify and solve problems and negotiate.
- Demonstrated interpersonal skills including negotiation, liaison, coordination, teamwork, communication and participatory decision making.
- Excellent customer service practices.
- Ability to develop positive relationships with a diverse range of people.
- Ability to manage the challenge of varying and simultaneous demands.
- Accepting and respectful of cultural and lifestyle diversity.
- Possess stamina, a positive attitude, be adaptable, self-motivated and innovative.
- Be willing to undertake staff development and training programs.