

POSITION DESCRIPTION

POSITION TITLE:	Regional Administration Assistant
LOCATION:	
REPORTING TO:	Regional Manager – Employment Services & Performance
DEPARTMENT:	jobactive

PURPOSE STATEMENT

The primary purpose of this position, under the direction of the Regional Manager, is to provide administrative support to Employment Services.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Regional Manager – Employment Services & Performance

PRIMARY DUTIES

- General administration duties, this includes answering the telephone, taking and disseminating messages effectively and efficiently;
- Entering data into Government ESS database system;
- Creating and maintaining electronic and hard copy filing systems to ensure efficient access, data integrity, movement and security of files;
- Data analysis and reports;
- Undertake quality control of paperwork for accuracy of information prior to processing;
- Professional telephone duties, including answering inbound customer service calls and initiating quality customer service outbound calls with a set timeframe;
- Liaising with Host Organisations and jobactive providers;
- Manage own workload, ensuring that timeframes are strictly adhered to.

KNOWLEDGE, SKILLS & EXPERIENCE

- Excellent administration and follow up skills;
- Excellent oral communication skills;
- Mature and well developed skills in communicating with clients via phone and email (including the ability to negotiate positive outcomes);
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations;
- Positive approach to continual changing work environment;
- High attention to detail;
- Demonstrated ability to interpret and apply administrative procedures and processes;
- A thorough understanding of what it takes to maintain and develop productive client relationships;
- Must be comfortable working within tight timeframes;
- Proven Administration and Customer Service skills required in order to create, maintain and enhance customer relationships;
- Ability to work in a highly ethical and compliant manner.

KEY DIMENSIONS

- | | |
|-----------------------------|---------------------------|
| • Communication | • Adaptability |
| • Managing Work | • Work Standards |
| • Building Customer Loyalty | • Planning and Organising |

WORKING RELATIONSHIPS

- | | |
|-----------------------|---------------------------|
| • Employment Services | • Service Delivery Centre |
| • Field Operations | • Corporate Services |

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____