



*Autism Queensland is a not-for-profit organisation with a vision for a life of participation, opportunity and choice for people on the autism spectrum.*

## Administration Officer

Team	Marketing & Engagement
Location	Sunnybank Hills
Manager	Manager Business Development
Classification	Administration Officer Level 2 - <i>Autism Queensland Limited Employee Agreement</i>
Employment Status	Permanent Full-Time

### Purpose

The purpose of this position as Administration Officer is to provide professional administrative support to the Marketing & Engagement team.

### Responsibilities

- Provide a responsive and professional first point of contact for all enquiries to the Marketing & Engagement team
- Provide general administrative support for marketing and fundraising activities including, but not limited to administering thank you letters and certificates for supporters
- Provide general administrative support for client services and support activities including, but not limited to uploading documents to the AQ database and communicating with clients and other stakeholders, as required
- Assist with tracking clients' engagement with AQ and the preparation of associated reports
- Coordinate inventory and distribution of merchandise orders
- Maintain donation/fundraising database
- Assist with fundraising and awareness campaigns and events, including internal staff events
- Assist with the design and formatting of forms and other documents required by operations teams, in preparation for Autism Queensland Quality Assurance (AQQA) registration
- Contribute as a member of the organisation-wide administration team, collaborating on administrative process improvement projects and providing support as required by the Manager Corporate Projects and Support

## Key Performance Indicators

- Communications are handled professionally and efficiently with appropriate sensitivity and confidentiality
- Correspondence is appropriately written and responded to in a timely manner
- Effective administrative processes & systems are in place
- Compliance with Autism Queensland Quality Assurance (AQQA) including Workplace Health & Safety policies and procedures

## Essential Criteria

- Minimum qualification of Certificate II Business Administration
- Effective interpersonal and written communication skills
- Demonstrated strong attention to detail, ideally including data-entry experience
- Proven time management skills
- Demonstrated ability to work effectively as a member of a team
- Proficiency in the use of Microsoft Office suite, with intermediate skills in Outlook, Word and Excel

### *Highly-regarded*

- Certificate IV qualification in Business Administration
- Database experience
- Administrative experience in the not for profit sector

## Special Conditions & Requirements

- It is the responsibility of the employee to hold and maintain at their own expense, a current Criminal History Screening Card/s or relevant Exemption Card

Position Description Reviewed: January 2019