



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.

Position Description

Administration Officer

Team	AQ Rockhampton
Location	Rockhampton
Manager	Team Leader AQ Rockhampton
Classification	Administration Officers Level 3 – <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 AQ Rockhampton team.

Responsibilities

- Manage the day to day administrative functions of the Rockhampton office including:
 - Provide welcoming and professional reception and response to all enquiries
 - Receive and process mail and emails, responding via letter or email as appropriate
 - Process payments and donations, purchase orders, petty cash and credit card reconciliations
 - Collate and forward documents as required by Human Resources and Financial Services
 - Manage stationery and resource requests
 - Coordinate building maintenance and repairs as required
- Organise venues and catering and prepare and distribute agendas and minutes for meetings
- Make travel arrangements for team members
- Manage client databases and client files, processing Helping Children with Autism (FaHCSIA) and NDIS claims and paperwork
- Manage data collection and provide reports for funding bodies
- Assist in preparation for the annual Disability Services audit
- 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 Services

Key Performance Indicators

- Administrative responsibilities are addressed in a timely, effective and efficient manner
- Communications are handled professionally with appropriate sensitivity and confidentiality
- Correspondence is appropriately written and responded to in a timely manner
- Travel arrangements are made in accordance with requirements
- Client database records are up-to-date
- Reports are provided as required and on time
- Compliance with Autism Queensland Quality Assurance (AQQA) including Workplace Health & Safety policies and procedures

Essential Criteria

- Minimum three years' administrative experience, ideally in the not-for-profit sector with demonstrated effectiveness in performing general administrative processes
- Proven ability to communicate sensitively both face to face and by telephone
- Well-developed written communication and word-processing skills with demonstrated strong attention to detail
- Demonstrated sound organizational and time management skills
- Proven ability to work autonomously and in a team environment
- Intermediate to advanced proficiency in Microsoft Office applications, particularly Outlook, Word and Excel

Highly-regarded

- Certificate IV qualification in Business Administration
- Experience working with children with ASD
- 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