



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	Corporate Administration
Location	Sunnybank Hills and Acacia Ridge
Manager	Manager Corporate Projects & Support
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 short-term administrative support to both Corporate and Operations teams, backfilling temporary resourcing shortfalls while providing ongoing administrative assistance to the Manager Corporate Projects & Support.

Responsibilities

- Provide general administrative support to corporate and operations teams as required, including but not limited to:
 - Provide a welcoming and professional 'first point of contact' for clients and stakeholders, performing reception duties as required
 - Create, format, edit and collate documents including policies procedures, forms, guidelines, flow-charts, manuals, agreements, service information brochures, etc.
 - Perform data entry, word-processing, spread-sheeting, and records management tasks including scanning, copying, filing and archiving
 - Maintain accurate database records, manage data collection and prepare reports
 - Prepare and distribute correspondence, mail-outs, meeting agendas and minutes
 - Coordinate and assist with provision of catering for meetings
 - Organise staff travel and accommodation bookings and conference registrations
 - Process client service enrolments, appointments, scheduling and related procedures
 - Process client payments and funding claims, invoices, purchase orders, petty cash and credit card reconciliations
- Develop and maintain broad organisational knowledge and professional internal stakeholder relationships to ensure currency, consistency and accuracy in support provided to various teams

- Contribute as a member of the organisation-wide administration team, collaborating on administrative process improvement projects, and provide administrative assistance to the Manager Corporate Projects and Support to progress corporate projects and support ongoing coordination of corporate services

Key Performance Indicators

- Administrative tasks are performed effectively and efficiently
- Organisational knowledge is maintained and effectively applied in all work across teams
- Written and verbal communications and correspondence are professional, customer-focused and handled promptly with appropriate sensitivity and confidentiality
- Databases and other systems are utilized and maintained accurately according to each team's processes
- Workflow, system and process improvements are identified and effectively implemented as directed
- Positive feedback confirming responsive, collaborative support is received from assigned teams
- Compliance with Autism Queensland Quality Assurance (AQQA) including Workplace Health & Safety policies and procedures

Essential Criteria

- Minimum Certificate II in Business, preferably Certificate IV level
- Minimum 3 years' demonstrated effectiveness working in an administrative role, ideally including supporting or moving between multiple work groups
- Proven effectiveness in implementing efficient workflow, system and process improvements
- Demonstrated strong attention to detail
- Well-developed written and verbal communication skills
- Proven organisational and time management skills with demonstrated ability to work effectively both independently and as a member of a team
- Demonstrated numeracy skills in financial administration including invoicing, purchasing and reconciliations
- Demonstrated customer service orientation and solutions-focused approach
- Intermediate to advanced skills in Microsoft Office suite - Outlook, Word, Excel and Adobe Acrobat Pro

Highly-regarded

- Background in Education, Disability or Community sector administration
- Knowledge of Cliniko, Netsuite and ProSims systems
- Variety of experience with client databases, government online portals and project work

Special Conditions & Requirements

- Ability and flexibility to move between work groups and locations as relevant to short-term assignments
- 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: June 2019