



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	EarlyAQtion Centre Mackay
Location	Mackay
Manager	Manager EarlyAQtion Centre
Classification	Administration Officers Level 2 – <i>Autism Queensland Limited Employee Agreement</i>
Employment Status	Fixed Term Part-time

Purpose

The purpose of this position as Administration Officer is to provide administrative support to the EarlyAQtion Centre at AQ Mackay.

Responsibilities

- Provide reception for the EarlyAQtion centre and respond to in-person, telephone, email and written enquiries and prepare correspondence as required
- Support families with service enrolments including assisting families with web portal registration (iParent Portal) and completion of the online wait list form
- Liaise with the Manager and Director regarding potential enrolments and follow up with families to convert enquiries to enrolments
- Process financial transactions including issuing receipts, statements, entering payments and banking
- Regularly advise the Manager of non-payment of fees so that appropriate action can be taken
- Prepare and maintain accurate attendance records for children and generate child data reports as required
- Update and maintain filing and archiving systems including staff registers
- Acknowledge all Kidsoft reminders, notifications and exit all children at the end of the year
- Provide day to day administrative support to the EarlyAQtion Manager/Director
- 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 & Support

Key Performance Indicators

- Day to day administrative functions are performed effectively and efficiently
- Communications are handled efficiently with appropriate sensitivity and confidentiality
- Correspondence is written and responded to in an appropriate and timely manner
- Client database records and staff registers are up to date
- Service delivery records are up to date and entered into the required spreadsheets
- Reports are provided as required and on time
- Site inspections by EarlyAQtion Manager / Director are reported as satisfactory
- Compliance with Autism Queensland Quality Assurance (AQQA) and EarlyAQtion Policies and Procedures including Workplace Health & Safety policies and procedures

Essential Criteria

- Minimum 2 years' experience in an administrative role
- Demonstrated effective written and verbal communication and numeracy skills
- Ability to work autonomously and in a team environment
- Proven time management skills with strong attention to detail
- Demonstrated accuracy and thoroughness with attention to detail in all work undertaken
- Ability to maintain confidentiality and integrity
- Intermediate Microsoft Office skills and the ability to learn new software applications
- Demonstrated knowledge of Workplace Health and Safety requirements

Highly-regarded

- Certificate IV qualification in Business Administration
- Experience using Kidsoft, iPortaal
- Experience working with children with ASD
- Experience working in a child care centre
- Database experience

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: June 2019