

## POSITION DESCRIPTION



### POSITION OBJECTIVE:

This position will be responsible for the effective office, membership and financial administrative services of VCOSS.

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### POSITION DETAILS:

<b>Position Title</b>	OFFICE ADMINISTRATOR
<b>Team</b>	Office of the CEO
<b>Classification</b>	Level 2
<b>Salary Range</b>	\$60,072-\$68,943
<b>Status</b>	1.0 FTE
<b>Located</b>	L8, 128 Exhibition Street Melbourne.
<b>Last updated</b>	March 2017

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### THE ORGANISATION

The Victorian Council of Social Service (VCOSS), as the peak body of the social and community services sector in Victoria, pursues just and fair social outcomes through policy development and public and private advocacy.

VCOSS represents and regularly consults with members in order to represent to government and the wider community on issues relating to disadvantage. We develop and critique government and related policies, carry out research and promote our views through publications, the media and speaking out through diverse networks.

### ORGANISATIONAL VALUES

- Energy and vision
- Integrity and result
- Collaboration, inclusiveness and team work
- Continuous improvement and sustainability
- Open constructive communication

### KEY ACCOUNTABILITES:

#### Reception

1. Ensure all phone calls and visitor queries are resolved in a professional and timely manner. This includes the effective screening of phone calls, transfer and taking of messages and monitoring of visitor register.
2. Process incoming and outgoing mail, maintain register of postage costs and advise staff on appropriate postal charges and services.

### **Office Equipment and Maintenance**

1. Act as the key VCOSS contact person for VCOSS equipment faults and repairs (i.e. photocopier and phone system) ensuring that repairs and maintenance of resources occur in a timely manner.
2. Liaise with building management and engage tradespeople and contractors to repair and service office equipment in a timely manner.
3. Maintain and update VCOSS equipment register for reporting faults and maintenance works. This includes, but not limited to, photocopiers, printers, fax machines, conference phone, laptops and other equipment.
4. Ensure an effective staff booking system for the use of VCOSS equipment.
5. Provide staff with prompt training and troubleshooting assistance to resolve equipment faults (i.e. photocopier).
6. Monitor order and maintain stationery ensuring that stocks are maintained.

### **Membership Engagement and Retention**

1. Maintain and ensure the data integrity of the membership and stakeholder contact database and coordinate staff access across the organisation.
2. Provide administrative support to VCOSS staff on membership engagement and retention activities.

### **Finance Administration**

1. Under the direction of the Finance Manager, process monthly debtor invoices including membership renewals, ensuring accuracy and timeliness.
2. Process incoming payments in MYOB and follow up debtors in a timely efficient manner.
3. Data entry of creditor invoices into MYOB.
4. Under the direction of the Finance manager, monthly reconciliation of bank accounts and corporate credit cards

### **Event Administration**

1. Provide administrative support for VCOSS events, by arranging catering, room preparation, name tags, preparing paperwork, following up on participants and speakers as directed.
2. Collate and process event participant fees.

### **General Administration**

1. Administer petty cash and cab charges to VCOSS staff and provide assistance to VCOSS staff with all administration tasks when needed and as prioritised by the line manager.
2. Assist the OHS Committee in discharge of its duties; maintain safety processes and procedures appropriate to the role.
3. Other appropriate administrative duties as directed.

## **ORGANISATIONAL RELATIONSHIPS:**

<b>Supervises</b>	N/A
<b>Internal Liaison</b>	All VCOSS staff
<b>External Liaison</b>	VCOSS members Building management, contractors and tradespeople ICT service and support providers and contractors Venue suppliers

#### **KEY SELECTION CRITERIA:**

1. Understanding and commitment to the objectives and values of the organisation and a capacity to represent VCOSS views as required.
2. Demonstrated knowledge and experience in office, equipment, systems and processes including the use of the Microsoft Office suite.
3. Experience with finance administration.
4. Professional presentation and demonstrated high quality interpersonal skills with the ability to build rapport with a wide range of people.
5. Capacity to work independently and as part of a team and manage time productively.
6. Ability to manage and prioritise a range of tasks, plan workloads and work to deadlines.
7. Demonstrated ability to be inclusive and diplomatic with a flexible approach to work.
8. Ability to work confidently with database or CRM software programs and MYOB accounting software desirable but not essential.
9. Knowledge and experience of working in the community sector an advantage.