

Cosmos Inc**HR PD 07****Position Description**

Title Administration Assistant	Classification Clerical Officer - Level 4
Award Disability Service Providers Award	Immediate Supervisor Office Manager
Employment Status Permanent Full-time	Hours Per Fortnight 76
Area of Employment Administration	

POSITION CONTEXT

Cosmos Inc is a non-profit community organisation that provides recreation services, day support services and day options to people with disabilities.

Its core business is to provide recreation, leisure and learning opportunities for people with disabilities, to create opportunities for meaningful participation, and to work in ways that promote positive images of people with disabilities.

The primary target group is adults and children with intellectual disability, although the Constitution provides scope for catering to a wider target group.

The organisation has a strong culture of promoting self-determination by people with disabilities through informed choice, providing programs that cater for individual needs whilst promoting inclusion in the wider community, and enhancing the relationship between people with disabilities and the wider community. It is required to deliver services in accord with the Standards contained in *the Disability Services Act (1992)* and to monitor individual client outcomes as well as service delivery more broadly.

Cosmos operates from offices in New Town and Mornington, but most activities and programs are provided at community venues. The organisation is administered from New Town.

The organisation receives government funding for services prescribed in an annually negotiated Service Agreement. Cosmos also received fees for service from individual clients.

Cosmos Values

- Including everyone creates healthy communities
- Valuing all people for their unique contribution
- People grow through being challenged
- Lifelong learning and learning through life
- People have the right to be fully informed, to make their own decisions and to take risks.
- Belonging and self esteem result from opportunities to develop positive social roles.
- Valuing a professional workforce

Function

To contribute to the efficient running of Cosmos Inc. by providing quality office support to the Office Manager and the Staffing Co-ordinator and ensure an efficient office through the development and completion of day to day office procedures and duties.

To work within the philosophy of Cosmos Inc.

Primary Tasks**A. Administration**

1. Answer incoming telephone calls, transfer calls to other staff of Cosmos Inc. and where appropriate or provide information directly to the caller.
2. Maintain and update the client attendance register and client daily fee register.
3. Assist with transport co-ordination.
4. Process invoices for Cosmos Inc. customers including coding, sorting, checking.
5. Prepare follow up letters in regard to action on outstanding debtors and liaise with the Office Manager. Provide input on methods of recovery.
6. Process the banking and Petty Cash.
7. Maintain wage and salary records.
8. Preparation of monthly and Board reports.
9. Assist maintain general stores.
10. Undertake processing work on a personal computer using knowledge of two application software packages.
11. Maintain a computer based records management system.
12. Other duties pertaining to the function of this position, which may reasonably be required from time to time.

B. Organisational

1. Organise time and work load to maximise productivity in the time available exercising limited discretion and judgment in appropriate methods.
2. Use all appropriate equipment and supplies to complete duties properly and economically to minimise wastage and/or misuse.

C. Safety

1. Maintain a safe environment in the administration area for staff, clients and visitors.
2. Report and document incidents in accordance with the policies of the organisation.
3. Use correct fire safety procedures.
4. Ensure personal work practices comply with the organisation's Occupational Health and Safety Policies and Procedures.
5. Report defective or unsafe office equipment to the Office Manager immediately.

D. Communication

1. Attend to enquiries in a courteous and prompt manner.
2. Maintain confidentiality of staff and clients and the organisation.
3. Display respect, empathy, understanding and patience towards clients at all times.
4. Interact and communicate with other staff in the interests of the organisation, clients and achieving a consistent approach to the office functions.

E. Professional

1. Adopt the philosophy of the organisation, work for its achievement and work towards a standard of excellence.
2. Ensure continued participation in own self development.
3. Promote a positive image of the organisation.

Level of Responsibility

1. Accountable for the standard of personal work performed which is performed with established routines, methods and procedures.
2. Exercise initiative, discretion and judgement within the range of skills and knowledge expected at this level.
3. Maintain staff, client and organisation confidentiality.
4. Maintain a safe, clean and efficient office environment.

Performance Appraisal

An annual performance appraisal is conducted for all staff, based on position description. All staff shall participate in self evaluation to promote quality service provision and professional growth.

Direction/Supervision

This position reports directly to the Officer Manager and ultimately to the Chief Executive.

As part of the direct service team you may operate individually according to established practices and procedures.

Selection Criteria**Knowledge and skills:**

A staff member at this classification is required to:

- work with a degree of autonomy seeking direction when necessary from the Office Manager;
- maintain wage and salary records including timesheet coordination;
- use a personal computer to create, update and retrieve information from a word processing, data base or spreadsheet;
- apply effective time management techniques to ensure timely completion of the daily office tasks;
- to perform secretarial functions as may be required;
- possess or have the ability to acquire a detailed knowledge of the industry and the service delivered and apply this knowledge to the position;
- possess a working knowledge of accounts receivable and banking arrangements.
- display effective communication skills including an ability to deal directly with customers and clients of the business;

Qualifications**Essential**

- (i) Sound experience working in a similar role.
- (ii) An understanding of Workplace Health and Safety.
- (iii) Drivers Licence

Desirable

- (i) Knowledge of or experience in human service/not for profit sector.

No formal qualifications are required for this position however at least 3 years previous experience in an office environment preferably within a similar service would be an advantage.

I acknowledge that I have read and understood this position description and I accept that it accurately reflects my position, duties, level and responsibilities.

Employee Name: _____

Date: ___/___/___

Signature: _____