



Administration Officer

JOB DESCRIPTION

Position:	Administration Officer
Employer:	Ashburton Community Centre
Location:	160 High Street, Ashburton
Reports to:	Executive Officer, Ashburton Community Centre
Salary level:	NHACEC Collective Agreement 2016 Class II (a)
Terms:	Permanent Part Time 12 hours per week – to be worked over 3 consecutive week days 6-month probationary period Additional 3 hours per week for the first 6 months.
Contact person:	Rachel Morley manager@ashburtoncc.org.au

Extent of Role:

The Administration Officer is part of the 2-person administrative team that has responsibility for all facets of administration of the Ashburton Community Centre day to day operations. This is a wide-ranging and flexible position that covers the following areas: day to day Centre and amenity administration, ongoing management and recording of membership and activities including room hire through software, and basic bookkeeping functions (with support from external accountants) including billing and receipting through ASAP and Xero.

The working days are potentially negotiable but are set to ensure administrative presence from Monday – Friday with one day worked in common to enable handover and information sharing between the two staff members comprising the administrative team.

Duties and Responsibilities:

General Office Duties

- Front desk: with support from volunteers, answering phones, providing information, directing calls to appropriate staff if necessary, greeting people, responding to email inquiries
- Ensuring office technology is functional through liaison with Centre IT support.
- Assist, direct and orient Centre volunteers where necessary
- Other relevant administration duties as requested by the Executive Officer

- Assist with venue set-up of Centre activities, events, workshops, and meetings as requested. This may include setting up for activities outside of the regular works schedule
- Develop, document, implement and monitor processes and systems in administration and reception
- Maintain accurate record keeping systems
- Updating office procedures manual from time to time as required
- Other relevant administration duties as required from time to time and directed by the EO

Course and Student Administration

- Managing student enrolments including taking payments, managing waitlists, processing memberships and managing student invoices using Centre software (ASAP).
- Liaison on daily operations with members and tutors
- Production of reports from Centre software system

Room Hire

- Assist with room hire enquiries
- Maintaining accurate room hire records
- Ensuring rooms are managed according to room hirers requirements including availability, set up and room hirer liaison

Financial / Bookkeeping Duties

- Bookkeeping (using Xero) to trial balance
- Assist with preparation of payroll
- Taking payments, preparing invoices, issuing refunds and other financial duties associated with student and course administration and room hire
- Liaison with accounting firm
- Preparation of Centre invoices and payment procedures
- Banking and reconciling monies on a regular basis and managing petty cash

Centre Maintenance

- Identify maintenance issues and supporting the maintenance of centre facilities
- Office management including ordering stationery, kitchen supplies etc

Team / Staff

- Involvement in staff meetings
- Attendance at training where required

Qualifications:

- Minimum 5 years' office administration experience
- Tertiary qualification in a relevant field
- Excellent verbal and written skills with highly developed interpersonal skills; tact, diplomacy, and flexibility in working with a diverse population
- Proficiency in Microsoft Office, especially Outlook, Word & Excel
- Ability to learn and manage software and rapidly develop proficiency
- Experience in handling financial transactions
- Ability to solve problems and react quickly to situations and inquiries

- Demonstrated initiative to manage multiple priorities with ease with solid attention to detail
- Understanding of and well-developed competence in customer service practices

Selection Criteria

- Experience in delivering customer focussed services
- Excellent interpersonal skills
- Experience in office administration and database maintenance
- High level of computer skills including competency in Microsoft Office
- Experience in the collection, receipting and reconciling of monies received
- High level of organisation skills with the ability to multi task, set priorities and meet deadlines
- Demonstrated ability to take initiative and exercise judgement
- Ability to work independently and as part of a team