

## JOB DESCRIPTION

<b>Job Title:</b>	Administration Officer	<b>Reports to:</b>	COO
<b>Approved by:</b>	GriefLine Board	<b>Date approved:</b>	October 2020

<p><b>Job Overview</b></p> <p>The position of the Administration Officer at GriefLine provides support for all daily office procedures. The Administration Officer acts as the point of contact for employees and volunteers, providing administrative support and managing their queries.</p> <p>The role of Administration Officer is responsible to provide collection administrative support for the organisational Leadership team.</p>
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Key Accountabilities	Expected Outputs and Measurement
<b>Reception</b>	
Responsible for answering office phone.	<ul style="list-style-type: none"> <li>• Answering the phone in a timely manner.</li> <li>• Taking and passing on messages.</li> <li>• Transferring calls as required.</li> <li>• Answering general queries from clients, volunteers and community members.</li> </ul>
Greeting visitors	<ul style="list-style-type: none"> <li>• Greeting visitors in a friendly manner.</li> <li>• Ensuring that visitors sign in visitor book</li> <li>• Ensuring that the reception area is clean and tidy.</li> </ul>
<b>Email</b>	
Monitoring <a href="mailto:admin@griefline.org.au">admin@griefline.org.au</a> email.	<ul style="list-style-type: none"> <li>• Ensure that all queries are responded to in a timely manner.</li> <li>• Emails are forwarded to the correct employee for action.</li> <li>• Inbox is kept tidy and all required emails are filed.</li> </ul>
<b>Office Management</b>	
Office supplies	<ul style="list-style-type: none"> <li>• Manage office supplies stock and place orders</li> </ul>
Mail	<ul style="list-style-type: none"> <li>• Check the GriefLine mailbox daily.</li> <li>• Sort and distribute mail as required.</li> <li>• File incoming correspondence as required.</li> <li>• Sending mail as required.</li> </ul>
Filing	<ul style="list-style-type: none"> <li>• Ensure the timely filing of all documentation.</li> <li>• Organise the filing system to ensure the confidentiality of all employee and volunteer records.</li> </ul>
<b>Invoice Management</b>	
Emailed invoices	<ul style="list-style-type: none"> <li>• Ensure all invoices are forwarded to the bookkeeper and cc to the COO.</li> </ul>

Key Accountabilities	Expected Outputs and Measurement
	<ul style="list-style-type: none"> <li>• Save all invoices to the Shared Drive.</li> <li>• Prepare all new volunteer invoices, send to Volunteer Support Leader for distribution and reconcile training fees</li> </ul>
Paper based invoices	<ul style="list-style-type: none"> <li>• Scan all invoices and email to Bookkeeper cc COO</li> <li>• File scanned copy to Shared Drive.</li> <li>• File all paper invoices in Invoice folder.</li> </ul>
<b>Administration Support</b>	
Provide administration support to the COO, CFO and CCSO.	<ul style="list-style-type: none"> <li>• Provide administration support to the Leadership team including document creation, maintenance, filing.</li> <li>• Assisting with the preparation of board reports.</li> </ul>
<b>Events</b>	
Assist with any events run by the organisation.	<ul style="list-style-type: none"> <li>• Help with GriefLine events including (but not limited to): professional development; new volunteer training and any social or fundraising events.</li> </ul>
<b>Other Responsibilities</b>	
Provide support to the Leadership Team as required.	
Work actively with all team members to ensure the smooth operation of the work environment and the achievement of all GriefLine's goals.	
Operate all work activities in compliance with GriefLine's policies and procedures, including working in a safe manner as per the WHS requirements of the business.	

<b>Skills, Experience &amp; Qualifications</b>		
<b>Skills</b>	<b>Experience</b>	<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Strong interpersonal skills and an ability to connect and maintain relationships with a diverse range of people</li> <li>• Excellent written and verbal communication</li> <li>• Strong attention to detail and ability to meet deadlines</li> <li>• Business improvement work style</li> <li>• Ability to manage time efficiently and effectively</li> <li>• Analytical skills</li> <li>• Exceptional attention to detail</li> <li>• Exceptional PC skills</li> <li>• Creativity and innovative work style</li> <li>• Ability to work proactively as part of a team</li> <li>• Ability to manage time efficiently and effectively</li> <li>• Solid knowledge of office procedures</li> <li>• Strong organization skills with a problem-solving attitude</li> <li>• Positive and friendly disposition who is trustworthy and reliable.</li> </ul>	<ul style="list-style-type: none"> <li>• Proven work experience as an Administrative Officer, Administrator, or similar role</li> <li>• Experience with office management software like MS Office (MS Excel and MS Word, specifically)</li> <li>• Experience in administration and scheduling leadership team workflows desirable</li> </ul>	<ul style="list-style-type: none"> <li>• Police Check</li> </ul>