
POSITION DESCRIPTION

ADMINISTRATION OFFICER (TRAINEE) CORPORATE SERVICES

The Australian Refugee Association Inc. (ARA) is a community-based organisation providing settlement, migration and other appropriate assistance to refugees, migrants and other people of concern.

ARA promotes a holistic approach to the needs of refugees and sees the final goal of settlement as full participation in the social, economic, cultural and political life of Australia while maintaining security of personal, family and community identity.

ARA employs staff to achieve the full range of its objectives. All staff are expected to be aware of and responsive to the needs of the organisation as a whole as well as the particular requirements of their own Position Description.

1. REPORTING RELATIONSHIPS

- Reports to the Office Coordinator
- Accountable to the Senior Manager – Corporate & Migration Services

2. KEY RESPONSIBILITIES

The Trainee Administration Officer is responsible for providing administrative support for the organisation under the direction and guidance of the Office Coordinator in accordance with requirements of a Certificate 3 in Business & Administration.

Administration

- Undertake clerical and administrative tasks in support of the services provided by ARA.
- Database data entry (MYOB, Gestalt, Dex).
- Monitor the ER/ voucher supplies.
- Process accounts payable invoices and enter into MYOB.
- Prepare banking and make deposits.
- Enter contacts into The Networks Contact List and Mailing List.
- Creation of spreadsheets and business documents as requested.
- Maintain office resources and appropriately handle workplace information as directed.

Staff & Customer Service

- Greet people coming to reception or on the telephone, ensuring a professional and efficient response is provided to enquiries and complaints are properly managed.
- Offer assistance, information and referrals to clients from refugee background residing in South Australia.
- Offer financial assistance (Utilities/ Scholarship) to clients if they are eligible or refer them to the appropriate place if are not eligible.
- Organise catering for ARA events and Cultural Support groups as requested.

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- Book appointments for Case Managers and Migration Agents.
- Maintain positive relationships with staff, volunteers and clients.
- Contribute to a positive and harmonious team environment.
- Participate in expos, forums, conferences or meetings as requested.

General Conduct

- Follow direction from the Office Coordinator to ensure work accords with organisational policies, procedures and service models.
- Ensure accuracy of work and immediately notify the Office Coordinator of inaccuracies to ensure they are quickly resolved.
- Ensure work is undertaken in an efficient and timely manner.
- Maintain confidentiality and privacy of client information.
- Ensure work is carried out in a culturally sensitive manner.

Reporting

- Provide the Office Coordinator with regular updates on work progress.
- Provide accurate timesheets for the Office Coordinator's approval.
- Report any significant issues or concerns to the Office Coordinator or Senior Manager immediately.

<h3>3. PERSONAL CRITERIA</h3>

Qualifications:

- Currently undertaking a Certificate 3 in Business & Administration (or similar).

Experience & Knowledge:

- Understanding of procedures and methods relevant to administrative and customer service duties.
- Experience using Microsoft suite of software programs.
- Appreciation of multicultural issues and the needs of refugees.

Personal Capabilities:

- Ability to work in accordance with instructions provided.
- Willingness to learn new skills.
- Ability to work in cooperation with others.
- Commitment to punctuality and reliability.
- Ability to work with people of a range of ages and cultural and linguistic backgrounds.
- Commitment to complying with:
 - ARA's policies and procedures;
 - Equal Opportunity and Anti-discrimination;
 - Work Health & Safety;
 - Client confidentiality.

4. SPECIAL CONDITIONS

- Must have evidence of Australian residency or current working Visa.
- Must have DHS Working with Children Clearance, updated every five years.
- Must have or be willing to obtain a Child Safe Environment Certificate.
- Must have or be willing to obtain a First Aid Training Certificate.
- Must be willing to participate in training and development opportunities as part of continued professional development.