

Position Title	Administration Assistant
Reports to	Chief Operations Officer
Award	Social, Community, Home Care & Disability Services Award
Classification	Level 2
Employment Hours per Week	30.4 hours per week (5 days per week)

ABOUT COMMUNITY CENTRES SA

Community Centres SA is the peak body for over 100 Community and Neighbourhood Centres located across metropolitan Adelaide and regional South Australia. Over 35,000 visitors come to our centres each week to connect up with others, to learn, and to participate in a wide range of services and activities. For over 35 years we have been a catalyst for community development by building the strength, capacity and influence of our sector through advocacy, workforce and organisational development.

OUR VALUES

The values that underpin our work are:

- Inclusivity
- Empowerment
- Strengths Based
- Social Justice
- Community Participation
- Diversity
- Collaboration
- Integrity

JOB SPECIFICATION

This job description is meant to describe the general nature and level of work being performed; it is not intended as an exhaustive list of all responsibilities, duties and skills required for the position.

BROAD PURPOSE OF POSITION

This position reports directly to the Chief Operations Officer and is guided and supervised on a day to day basis by the Operations Coordinator. All great offices

need a person that is on the front foot, always friendly and helpful - keeping reception tidy, answering phone calls in a friendly manner, keeping the stationery cupboard stocked, responding to office emails, and keeping up with the data entry. The Administration Assistant is that person for CCSA! The role is responsible for nurturing positive relationships with our members and stakeholders during every front line phone, email and face to face communication. The person in this role is always on the front foot, thinking ahead, anticipating and troubleshooting day to day office functions.

KEY ACCOUNTABILITIES AND DUTIES

CUSTOMER SERVICE

- Warm and friendly, respectful and solution-focussed customer service
- Answer incoming calls, email and mail and provide the relevant information or refer to the appropriate staff member
- Welcome clients and visitors to the office and assist them as needed

DATA & WEBSITE MANAGEMENT

- Proactively monitor our website, ensuring that its information is up to date
- Monitor and update the information in our membership database

ADMINISTRATION SUPPORT

Provide administrative support as directed including but not limited to:

- Organising rooms, catering and setup for training, events, meetings and forums
- Manage bookings and online setup for our training, events and forums
- Preparing training documents (i.e. attendance sheets, enrolment and evaluation forms)
- Data entry and maintenance of records of feedback/evaluations
- Supporting the updating of information and graphics in our flyers and other marketing materials using InDesign and Canva (training can be provided)
- Negotiating the use of other venues, facilities and equipment
- Ordering catering
- Compiling and inputting data for Word and Excel Reports
- Troubleshoot support for CRM (ATI), Website & IT

GENERAL

- Providing administrative support as directed by the Chief Operations Officer
- Maintain office supply stock; reorder supplies when needed (i.e. stationary, kitchen supplies, bathroom supplies etc.)
- Maintain tidiness of the exterior grounds of the building
- Day to day office tasks - emptying dishwasher, putting rubbish out, keeping front reception area, kitchen and bathrooms and front veranda tidy and welcoming

OTHER SUPPORT

- Other support consistent with organisational objectives as required by the Chief Operations Officer

ESSENTIAL EXPERIENCE

- At least 2 years experience specifically in Administrative and/or Customer Experience roles
- Day to day office administration
- Use of Zoom and Microsoft suite (in particular Word, Excel, SharePoint and Teams)
- Customer experience
- Front reception duties
- Data entry
- Email and phone communications with diverse audiences
- Event support
- Report formatting
- Maintenance of a membership database (is desirable but not essential)
- Use of InDesign and/or Canva (is desirable but not essential)

QUALIFICATIONS AND SPECIAL REQUIREMENTS

- A qualification or completion of elements of a qualification that addresses the specific knowledge requirements is preferred but not essential
- Driver's licence is essential

ESSENTIAL KNOWLEDGE

- Microsoft suite (*in particular Word, Excel, SharePoint, Dynamics and Teams*) and Zoom
- Know your way around computers and databases - *enough to be the first front line trouble shooter if things aren't working, before we then get more specialised tech support*

ESSENTIAL PERSONAL ATTRIBUTES

- You go about your life from a place of passion, commitment and optimism
- Your core values are aligned with CCSA's values of social justice, equity, valuing diversity and empowering community to have a voice
- You are a detail person, and you are always looking ahead for what needs to be done before anyone else has even thought about it
- People see that you're warm hearted but when things don't go to plan you're cool as a cucumber
- Seeing people learn, grow, feel connected to their community and build their capacity and resilience brings you joy
- You have excellent interpersonal and communication skills that motivate people to come along a journey with you and that are tailored for every situation – because every person you speak to is different
- You display strong organising and planning skills
- You are comfortable working autonomously and pro-actively, with minimum supervision, but you also love working collaboratively and actively embrace different ideas and perspectives from those you work with
- You are a builder of mutually respectful working relationships
- You are flexible and willing to undertake other tasks when required

Risk Management and Workplace Health and Safety

All employees are responsible and accountable for:

- Complying with workplace policies and procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of workplace health and safety.

- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
- Reporting any risks or potential risks identified in the course of their work.

Equal Opportunity

All employees are required to adhere to the requirements of the Equal Opportunity Act 1984 (as amended) and all other associated legislation (refer Community Centres SA Equal Opportunity policy).

Member Communication

You are responsible for ensuring CCSA's internal member database, website and e-news is kept up to date with best practice information pertaining to your role.

Screening

Applicants will be required to undergo, as a minimum, a national police check. To keep our employees and community safe, COVID-19 Vaccination is a requirement of employment with CCSA for all roles. Other screening may be required as advised by CCSA. Satisfactory result is required before commencement.

Signed: _____ Employee

Date: ____/____/____

Signed: _____ Community Centres SA CEO

Date: ____/____/____

Date position Created: 21/01/2022 Date reviewed: 07/11/2022

