



## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Officer
<b>Department:</b>	Employment Services

### ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

### PRIMARY PURPOSE OF ROLE

To provide assistance to the Area Manager and team members with the day to day operations of MADEC's Employment Services and other business operations.

### Direct Reports to this Role

### Total Number of Reports

Nil	Nil
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### Key Relationships

<b>Internal</b>	<p>Required regular contact internally with other members of staff within other units/branches</p> <p>Attend branch meetings, discussions and conference</p> <p>Area Manager and other management</p> <p>Team members</p>
<b>External</b>	<p>Liaise with clients to ensure promotion of all MADEC's services</p>

## KEY RESPONSIBILITIES / DUTIES

Maintain an efficient, clean and well organised work and reception area including the maintenance of office machines and equipment, stationary supplies, manuals and materials as per organisational requirements.

All facets of reception duties including accurate taking of messages, providing information and responding to enquiries that may be verbal, written or web based.

Provide assistance and relief to all areas of MADEC business operations including Employment Services, Labour Hire, Training and others as required.

Collect, process and distribute all outgoing/incoming mail, correspondence and messages.

Maintain and balance petty cash, receipting, banking, invoicing and mail registers.

Liaise with all staff to ensure teamwork and communication across the organisation.

Undertake clerical and administrative support, including meeting minutes, preparation of resumes, application letters and calling cards, complaint/compliment handling and recording as required.

Maintain systems to ensure the efficient and effective compilation of client information, ensuring all policy and statistical requirements are met.

Maintain security and confidentiality of jobseeker, employer and organisational information at all times.

Assist jobseekers with operation of jobseeker kiosks, internet, word processing and other facilities provided by MADEC.

Assist with marketing and promotional functions and arrange the setup and catering for special events within the branch.

Ensure familiarity with all Acts and Regulations pertaining to Employment Services and comply with all contractual obligations.

Be aware of Anti-Discrimination and WHS (OHS) standards and observe guidelines.

Develop work standards and practices consistent with MADEC Quality Assurance guidelines.

Promote all MADEC services to potential clients and employers.

Other duties as directed by relevant Manager.

### **Corporate responsibilities**

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Participate fully in staff appraisal and professional development review processes.

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.

Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

## Qualifications and Experience:

	Essential	Desirable
<b>Qualifications</b>		Certificate qualification in Business (Administration) and/or significant experience
<b>Experience:</b>		Extensive experience in a similar role and/or training, or equivalent combination of education and experience
<b>Skills:</b>	<p>Well-developed interpersonal, oral and written communication skills</p> <p>Ability to manage numerous tasks/responsibilities as the same time</p> <p>Ability to work under pressure and possess excellent time management skills</p> <p>Organisation and self-motivation to work with minimum supervision</p> <p>Capacity to display initiative, positive attitudes and flexibility</p> <p>An ability to perform efficiently and productively in demanding situations</p> <p>Capacity to provide leadership and gain to cooperation and acceptance of others</p>	

## Competencies *All employees must:*

Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

**Accountability**

We do what we say we will do and are responsible for our actions.

**Authenticity**

We remain true to our core purpose. We are honest, trustworthy and transparent.

**Courageousness**

We act ethically and stand up for what is right, just and fair.

**Passion**

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

**Inclusiveness**

Everyone matters, we are “all” community.

**Excellence**

We are committed to continuous improvement in all we do.

**Position Description reviewed by:**

Employee Name:	[ ]	Title:	[ ]	Date:	/ /
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**Employee acknowledgement of Position Description:**

Employee Name:	[ ]	Signature:	[ ]	Date:	/ /
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Please provide copy of Position Description to employee.  
Employee to sign and return to Human Resources.