JOB DESCRIPTION

Date Prepared:	April 2019
Role:	Administrative Assistant
Location:	Kyabram
Reporting to:	Business Manager

1.   ABOUT ADVANCE COMPUTING

Founded in 1999, Advance Computing redefines technology for regional Australia through software and services. With an innovative and customer centric approach, Advance delivers real outcomes focusing on integrated software, systems and support and a belief that there is more to IT than just keeping the lights on.

With a passion for regional Australia, yet a national reach, Advance empowers businesses, organisations and users to achieve more.

2.   POSITION OVERVIEW

An exciting opportunity exists to join an industry recognised and multi award-winning IT Services Company with a focus on innovation, staff development and training in Regional Victoria. As Administrative Assistant you will act as the first point of contact for any visitors to the Advance Computing office or anyone contacting the organisation. Main duties include answering, screening and forwarding incoming phone calls as well as administrative support to the team.

3.   PRIMARY PURPOSE AND OBJECTIVES OF THE POSITION

As an Administrative Assistant, you will be the first point of contact for our company and offer administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

3.1   Greet and welcome guests as soon as they arrive at the office;
3.2   Direct visitors to the appropriate person and office; and
3.3   Answer, screen and forward incoming phone calls.

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4. KEY DUTIES

Working as part of the Administration Team you will :

    4.1   Manage diaries and meeting rooms;

    4.2   Handle queries via phone, email and general correspondence;

    4.3   Greet all visitors;

    4.4   Transfer calls as necessary;

    4.5   Manage office supplies such as stationery, equipment and furniture;

    4.6   Perform ad-hoc administration duties;

    4.7   Maintain office services as required (such as cleaners and maintenance companies);

    4.8   Receive and dispatch deliveries;

    4.9   Assist with mail as required;

    4.10 Arrange travel and accommodation;

    4.11 Schedule in-house and external events as required;

    4.12 Create, follow and maintain system documentation;

    4.13 Conduct all activities in accordance with the Quality Management System;

    4.14 Be willing to attend both on the job and external training; and

    4.15 Other tasks as required by management.

5. EDUCATION, TRAINING AND EXPERIENCE

Candidates need to be able to demonstrate the following skills:

Mandatory

    5.1   Strong organisational skills with a problem-solving attitude;

    5.2   Self-motivated with the ability to multitask;

    5.3   Ability to work well within a team environment;

    5.4   Current driver's license;

    5.5   Proactive problem solving and persistence; and

    5.6   A can-do attitude!

Desirable

    5.7   Previous experience in an Administration or Receptionist role;

    5.8   Interest in technology;

6. KEY SELECTION CRITERIA

Applicants must be able to demonstrate:

6.1 A willingness to learn and proactive attitude;

6.2 Highly developed computer literacy, time management and organisational skills;

6.3 Strong written and verbal communication and interpersonal skills;

6.4 Outstanding professionalism, including highly developed customer service skills;

6.5 Ability to work as part of a team as well as autonomously as required; and

6.6 Alignment to the organisations values of: Respect, Innovation, Integrity and Commitment.

7. COMPANY VALUES

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