

INTAKE/ADMINISTRATION OFFICER

JOB DESCRIPTION

Position Description:	This position has been established to perform administrative tasks as well as intake, referral and assessment of clients. Terms and conditions are outlined in the Relationships Australia (NSW) Enterprise Agreement.
Reports to:	Team Leader / Manager of the region or centre where duties are performed.
Staff under direct supervision:	0
Position Type	Fixed Term, Full Time
Position Liaises with:	Centre Manager, Team Leader Centre Support, other Relationships Australia (NSW) staff and general external enquiries from stakeholders and clients
Location:	Western Sydney Referral Service.

Core Responsibilities

- Delivering quality customer service to internal and external customers.
- Providing effective administrative support service to staff and customers.
- Maintaining data collection and record systems compliant with organisational standards.
- Effective participation in staff teams.
- Attending to professional development and relevant learning for organisational knowledge.
- Ensures compliance with Occupational Health and Safety in line with the organisation's OH+S Policy and procedures

Key Tasks

Deliver Quality Customer Service

- Ensure effective liaison with and reception of customers for all services (by telephone, email and in person); manage enquiries, intakes, or information requests responsibly, with initiative and sound judgement;
- Promote appropriate services across the organisation for customers;
- Ensure office presentation, service information and publicity materials meet standards and are available for customers;
- Follow intake process in accordance with standard procedure;
- Liaise with other agency staff (e.g., counsellors, coordinators, educators and managers) as required;
- Actively pursue information/required to deliver excellent customer service.

Provide Effective Administrative Support:

- Maintain financial, data and information systems for services; record appointments and bookings for rooms;
- Maintain resources for relevant organisational knowledge of services and programs;
- Actively identify problems, apply initiative and problem solving skills and propose solutions;
- Provide reports, correspondence and word processing material as directed; plan work to meet timelines;
- Maintain office equipment/machines to standard;
- Attend to resources for programs / customers e.g., stationary, amenities, and other materials;
- Utilise agency policies, and understand their application.

Maintain Data Collection Systems/Records:

- Collect and enter information as required for staff and relevant programs;
- Utilise relevant programs for data/record/information collection;
- Produce standard reports as required, in a timely and accurate manner;
- File records and data to agency standards, back-up where necessary;
- Ensure confidential destruction of files when necessary.

Contribute to staff team at all organisational levels:

- Support and cooperate with colleagues, communicate openly ensuring relevant information is transferred or circulated appropriately;
- Provide and be responsive to constructive feedback;
- Encourage and support diversity of ideas, respecting the needs and strengths of each member of the team;
- Attend and contribute to team staff meetings.
- Contribute to and participate in staff development opportunities.

Key Competencies

Customer Service Orientation - ability to deal with a wide variety of enquiries from clients in a calm and courteous manner, the public and other organisations demonstrating maturity and

discretion; promote a positive and inviting image; interact respectfully and ethically with a diverse range of customers and customer service;

Administrative Skills - experience and knowledge with a range of administrative duties; flexibility and ability to multi-task within office; financial management ability.

Technical Skills – confident knowledge and use of computer technology, including the suite of Microsoft office programs and organising files, records and messages within area of responsibility.

Interpersonal and Communication Skills – excellent interpersonal skills (verbal and written); demonstrating initiative, adaptability with difficult situations or tasks; manages own stress and boundaries eliciting appropriate support as required; plans and organises self with complex workload; advises line manager of any concerns or issues;

Teamwork – works collaboratively and collectively with team / work group to accomplish organisational goals; respecting the needs and contributions of others for quality service delivery.

Selection Criteria:

Essential

- A minimum of 3 years' experience in administration roles that required autonomous and high level organisational support;
- Proven advanced computer technology skills (MS Office programs);
- Proven organisational, multitasking and prioritising skills with the ability to remain focused in a busy environment;
- Proven written and verbal communication skills and professionalism;
- Please provide examples of your attention to detail;
- Please describe your experience in handling confidentiality and sensitive information.