

POSITION DESCRIPTION

(Under Review February 2011)

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| Position Title: | Administration Officer (AO) |
| Location: | Australia |
| Approved By: | Chief Executive Officer (CEO) |
| Remuneration Level: | C1 or Volunteer |

POSITION SUMMARY

Our Company is a leading registered training provider; we are based in Melbourne and supply Training services to many Blue Chip clients throughout Melbourne and Country areas.

The AO is responsible for detecting and resolving routine problems, following established procedures and practices.

To have strong communication skills and interpersonal skills and perform a variety of tasks including scheduling meetings, screen communications (telephone and email), finalise presentations, briefings proposals and maintain files for organisation. The position reports to the Training Director.

MAJOR AREAS OF RESPONSIBILITY

Must be proficient in Microsoft Office products and the Student Management system. Have the ability to organise complex activities and quickly learn company policies and procedures.

Effectively managing Red 5 client based software

Affectively organise information for fast, accurate retrieval.

Must be professional and articulate in communicating with executives inside and outside the company.

Have the ability to organise, prioritise and structure tasks and information. Have the ability and willingness to work and make decisions in a team environment.

DAY to DAY TASKS

- ✓ *Maintain organisation of the office.*
- ✓ *Answer telephones.*
- ✓ *Receive and send emails.*
- ✓ *Fax and photocopy materials.*
- ✓ *Maintain files.*
- ✓ *Data entry of all course participants into Red 5.*
- ✓ *Track course participant's assessments.*
- ✓ *Track outstanding fees.*
- ✓ *Document The RTO literature.*
- ✓ *Print and photocopy The RTO literature.*

- ✓ Prepare government claim documentation.
- ✓ Prepare and send qualifications to course participants.
- ✓ Responsible for the ongoing administration of all programs
- ✓ Backup of all files on a day to day basis

MAJOR CHALLENGES

- Coping with a changing environment
- Working within set parameters set by "Standard Operating Procedures"
- Conforming to Standards
- Being multi-functional to a pre-defined level
- Ability to think outside the box

WORKING RELATIONSHIPS

Contact Procedures

Purpose

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|----------------------------|---|
| Training Director (TD) | Escalations of trainee/client issues, HR issues, Productivity , Continual Feedback, Product information, Personal or Work related issues if desired, Quality checks. This is not exhaustive. |
| Other Staff | Lateral service when required, |
| Clients (Trainees/Mentors) | The AO may have phone conversations and email contact with these clients |