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**JOB TITLE:** Administration Support

**COMMENCEMENT DATE:** TBA

**REPORTS TO:** Office/HR Manager

**SALARY RANGE:** \$50,000 – \$60,000

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## **JOB DESCRIPTION**

### **Purpose of role**

Support the Reception area, to manage and undertake collation and processing of Member applications and continuous maintenance and monitoring of the Member register on ATMS database.

### **Main duties and responsibilities**

Core duties include:

- support in providing reception services;
- take messages as necessary and ensure messages/internal e-mails are relayed in an accurate and timely manner;
- maintain and monitor the member database
- process Member applications to ensure applications are processed in accordance with Program policies and timelines
- assist Member Services Manager in daily management of accurate data entry to ATMS database
- assist WY people with membership and access to eligible Member Benefit programs and funding
- provide administrative support to the various corporate and operational units as required;
- perform other internal relief duties and tasks to meet the corporate and operational objectives and legislative requirements of WYAC;
- perform any other duties as directed by the Office/HR Manager.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

### **Selection Criteria**

- High standard of professional presentation to clients with a demonstrated commitment to quality client service;
- Proven administration experience
- High level of interpersonal skills;

- High level of computer literacy, including demonstrated experience using MS Office programmes with a high degree of accuracy and timeliness;
- Ability to work in a diverse cultural environment
- Ability to take direction and make appropriate work action plans that ensures operational goals are met;
- Demonstrated adherence to official corporate policies and procedures in the performance of official duties;
- Willingness to undertake other duties as required or as directed by the Office/HR Manager

## PERSON SPECIFICATION

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|----------------------------------|--|
| <b>Skills &amp; competencies</b> | <ul style="list-style-type: none"> <li>• Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.</li> <li>• Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience, particularly First Nations People.</li> <li>• Attention to detail: excellent attention to detail and written skills in data entry and when communicating with others, both internally and externally.</li> <li>• Commerciality: ability to apply knowledge in a practical, commercial manner.</li> <li>• Teamwork: willingness to assist and support others as required and get on with team members.</li> <li>• Time management/organisation: accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.</li> </ul> |
| <b>Personal attributes</b>       | <ul style="list-style-type: none"> <li>• Professional approach.</li> <li>• Ability to work under pressure.</li> <li>• Organisational and time management skills.</li> <li>• Excellent attention to detail.</li> <li>• Confident manner.</li> <li>• Positive approach to change.</li> </ul>   |
| <b>Other</b>                     | <ul style="list-style-type: none"> <li>• Overnight/multisite stays away for work may be required to fulfil the requirements of the role</li> <li>• Valid driving licence</li> </ul>  |

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY CHIEF EXECUTIVE OFFICER**

.....  
CEO

.....  
Date