
JOB TITLE Options & Connections Administrative Assistant

DATE 30 June 2020

REPORTS TO Options & Connections Manager
Options & Connections Coordinator
Options & Connections Team Leader
Executive Assistant

JOB DESCRIPTION

Purpose of role To support the management, staff and participants of Encompass Community Services Inc particularly the Options & Connections Division with all administrative tasks required, while presenting a positive friendly and the professional manner at all times.
Core objectives include:

Main duties and responsibilities

- Perform a range of routine general office duties of a clerical support nature including, but not limited to,
 - Filing and the maintenance of existing records systems.
 - Telephonic duties including the accurate provision of information when required, scheduling of meeting and taking of messages.
 - Ordering of stationary for the Options & Connections division and other office equipment
- Accurate typing of documents as required by staff.
- Circulate information as requested by Coordinator or Manager.
- Preparation of reports as required.
- Participate in relevant meetings as required. Take notes / minutes and insert into appropriate format, circulate to relevant parties.
- Complete tasks relating to ingoing and outgoing funds including petty cash, fees and activities.
- Assist in the general reception duties as required.
- Assist in the research and booking of events and activities under the direction of staff.
- Promotion and marketing of the abilities of people with disabilities and Encompass Community Services Inc
- Co-ordinate room bookings, car bookings and vehicle maintenance for vehicles used in Options & Connections programs
- Assist with tasks related to internal audits in relation to the Quality Framework for Disability Service Providers
- Other duties as directed.

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

Other duties Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

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| Qualifications | <ul style="list-style-type: none">• NIL |
| Experience | <ul style="list-style-type: none">• Relevant administration experience and knowledge of the Microsoft OFFICE software packages. |
| Knowledge | <ul style="list-style-type: none">•• Strong understanding of running of administration procedures |
| Skills & competencies | <ul style="list-style-type: none">• Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.• Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.• Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.• Commerciality: ability to apply knowledge in a practical, commercial manner.• Teamwork: willingness to assist and support others as required and get on with team members.• Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner. |
| Personal attributes | <ul style="list-style-type: none">• Professional approach.• Ability to work under pressure.• Organisational and time management skills.• Excellent attention to detail.• Confident manner.• Positive approach to change. |
| Other | <ul style="list-style-type: none">• It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc.• It is the responsibility of each individual to meet personal, divisional and organisational deadlines.• It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.• It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.• It is expected of staff members that they create opportunities to connect clients of Encompass with the wider community in a setting which does not segregate. When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.• It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor• It is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedure.• Drivers Licence |

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.