
JOB TITLE Administration Assistant / Customer service Homestart

DATE 21/4/2022

REPORTS TO Store Supervisor
General Manager – CEET and General Manager - SS

JOB DESCRIPTION

Purpose of role To provide high level administration and customer service support to Store Supervisor and customers to achieve optimum sales and customer service for HomeStart.

Main duties and responsibilities

Core objectives include:

- Assist in the collection and reporting of relevant data relevant to Homestart's operation, with particular focus on delivery and pick up of donated stock.
- Assist in the allocation and recording of donated stock, petty cash, volunteer and staff rosters and other data as required demonstrating excellent computer and organisational skills.
- Offer a high level of customer service to match the high standard that Encompass Community Services Inc. holds within the community.
- Assist in the marketing and promotion of HomeStart using social media to promote sales and events
- Demonstrate excellent communication skills ensuring open and clear communication with all members of staff, volunteers, customers, clients and management of HomeStart and Encompass Community Services Inc.
- Support and encourage all trainees, work experience participants, volunteers and management.

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

Qualifications

- NIL

Experience

- Relevant administration and customer service experience and knowledge of the Microsoft OFFICE software packages.

Skills & competencies

- **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

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- 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.
- Willingness to work with people with a disability and from disadvantaged background

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

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

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date