

POSITION DESCRIPTION

ADMINISTRATIVE ASSISTANT

RESPONSIBLE TO: CEO

SUPERVISED BY: CEO/Staff Reception Back Up

HOURS: Four per week

RATE OF PAY: Voluntary

STATEMENT OF DUTIES

Participation in the Ongoing Work of the Centre

To understand the mission and goals of the Organisation and its Projects, and actively seek to achieve them:

- To take initiative and organise work which supports the Organisation and staff in the smooth running of the Centre
- To participate in staff training , meetings and planning days when possible
- To observe all policies and procedures of the Organization

Reception

- Greet visitors to the Centre and determine the nature of their business. Refer to appropriate member of staff. Ensure the comfort of Centre visitors i.e. offer a cup of tea if distressed.

Office Duties

- Liaise with back up staff member to prioritise work for the shift
- To assist with collating mail outs, newsletters and promotional materials
- Type correspondence, reports and submissions and assist with data entry, as requested
- Observe Centre procedures concerning recycling paper. Print draft copies on recycled paper
- Papers containing client information or details concerning sensitive material to be placed in secure document bin before recycling
- To perform functions such as photocopying, filing, purchasing and banking
- To collect and post mail each morning and record details in the Mail Register
- Ensure information displayed in foyer is up to date and presented neatly
- Maintain a tidy work area

Telephones

- Answer incoming phone calls, transfer calls to appropriate staff, provide correct information or put calls through to back up staff, email messages if needed or use voice mail
- Answer phones in a friendly, professional manner
- Take bookings for short courses and health clinic
- Phone participants and attendees to remind them that they are booked into courses/clinic/training etc

Volunteer _____ Date _____

Staff Member _____ Date _____