



## POSITION DESCRIPTION

### Office Administrator

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#### **Primary Purpose of Position:**

- To undertake the day-to-day functions and administration duties of the general office & reception areas.
- Meet and greet customers and answer telephones ensuring all patrons are met in a friendly, courteous and comfortable manner when visiting the club.
- To assist the senior Management team with general administrative tasks

#### **Employment Conditions**

<b>Supervisor:</b>	Finance Manager and People & Functions Manager
<b>Grading:</b>	Leeton Soldiers Club modern award system – Grade 3 Starting grade will depend on qualifications and experience.
<b>Probationary Period:</b>	Your employment with the Leeton Soldiers Club is subject to a probationary period of three (3) months from your date of commencement. LSC will review your performance during the probationary period and if satisfactory, permanent employment will be confirmed. Leeton Soldiers Club reserves the right to terminate your employment in the event of your performance being assessed as unsatisfactory.
<b>Superannuation:</b>	In accordance with the Superannuation Guarantee Legislation. Currently 9.5% of gross wages.
<b>Payment of wages:</b>	Paid weekly by direct credit into own banking institution.
<b>Hours of work:</b>	Currently a permanent position but with the possibility for flexible/part-time working hours.  Normal working hours are from approx. 9am –5pm, Monday to Friday however working hours are

negotiable for the right applicant. The role guarantees a minimum of 30 hours per week.

Duties of the position may require flexibility in relation to working outside these hours including public holiday work.

**Fitness for work:**

Employees should declare any health related issues or illnesses that may impact on their ability to perform this role. All employees of the Leeton Soldiers Club are to take reasonable care for his/her own safety.

While performing the duties of this job, the employee is regularly required to:

- Withstand long periods on his/her feet
- Bend
- Kneel
- Reach and grasp
- Repetitively lift items

**Work, Health & Safety:**

All employees must adhere to LSC's Health & Safety Rules, Regulations, procedures and policies as outlined in the LSC Employee Manual.

All LSC facilities have a "smoke free environment" whereupon smoking and e-cigarettes within such facilities and vehicles is not permitted. Any staff wishing to smoke must utilise the staff smoking area only.

**Qualifications and Experience:**

- Relevant demonstrated experience of at least two years in an office administration/receptionist field or similar industry
- It is mandatory to possess and maintain a current Responsible Service of Alcohol and Responsible Conduct of Gambling certification. Failure to retain such a licence could be grounds for instant dismissal.
- It is mandatory to possess and maintain a current Class C driving licence. Failure to retain such a licence could be grounds for dismissal.

**Key Duties and Responsibilities:**

The Office Administrator responsibilities include:

- Greeting and interacting with patrons, visitors and members, ensuring that they are adhering to all relevant Club policies, whilst maintaining a high standard of courtesy and professionalism.

- Ensuring that all incoming phone calls are answered in a timely manner whilst still recognising the needs of visitors, members and guests on site.
- Responding to or appropriately redirecting all customer enquiries.
- Collect, collate & distribute business mail as required
- Prepare required reports and documentation as required, including the monthly board reports.
- Assist in the processing of new memberships, ensuring the membership database is kept up-to-date while providing a monthly report to the board of Directors
- Update the weekly activities calendar for use at reception, as guided by the Function Coordinator
- Update Club notice boards and poster displays as required
- Assist with sub-club tasks as required, including but not limited to: squash, bingo and lawn bowls
- Assist the shift supervisor in the daily opening procedures of the club
- Liaise with contractors and suppliers as needed
- Ensure all Health and safety issues are documented and passed onto Management.

### **Selection Criteria:**

#### **Essential:**

- Qualifications & experience as stated above
- Be self-motivated and the ability to multitask while working under minimal supervision
- Possess an excellent phone manner that is courteous, friendly & customer focused.
- Well-developed verbal & written communication skills with the ability to work cohesively within a team and with both internal and external customers
- High level of confidentiality
- Familiarity with general administrative duties with a demonstrated working knowledge of Microsoft Office packages and general office equipment.
- Well-developed typing abilities with attention to speed and accuracy
- Take accountability for the role and acknowledge its importance in the daily operational activities of the Club.

#### **Desirable:**

- Certificate in Business Studies, Business Administration or similar field would be desirable but not mandatory
- Effective and efficient time management skills with an ability to stay focused on assigned tasks.
- Assist in developing systems/procedures for the smooth operation of general administration tasks
- Capable of writing standard reports
- Extremely high attention to detail with a demonstrated ability to identify problems and utilizing initiative to determine solutions.

## **Performance Criteria:**

This position is highly regarded and forms an integral part of the overall Club's daily operations. It is imperative that all parties are able to maintain a professional and honest approach to all issues related to the Club.

The Office Administrator is expected to undertake other duties and responsibilities relevant to the nature, level and scope of their capabilities, including but not limited to:

- Assist with service in the bar & bistro areas (if/when required)
- Attend training and continuous development opportunities as required.
- Maintain an excellent level of attendance, punctuality & performance
- Strict adherence to any WHS processes, procedures and policies including the reporting of any hazards, incidents and/or injuries
- Be courteous to the general public at all times. No comments on Club matters are to be made to the general public. Refer any such matters to the Club Secretary Manager.
- Maintain customer confidentiality.
- Always be supportive of management policies with regards to our Vision & Values.
- Be a part of the team by working cohesively with others in the workplace
- Carry out all operations efficiently and ensure that there is minimal wastage in materials and labour

## **Organisational Relationships:**

### **Reports to:**

People & Functions Manager

### **Internal Liaisons:**

Secretary Manager, Board of Directors, Administration & Finance staff, Supervisors, bar & bistro staff, Chefs & kitchen staff, Maintenance staff, Cellarman, Greenkeeper, Cleaners and sub-clubs.

### **External Liaisons:**

Service Clubs and sporting groups, Club patrons, entertainers, contractors and suppliers