

Position Description

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| Position: | Receptionist / Admin Support |
| Program Area: | Admin |
| Agency | Self Help Addiction Resource Centre Inc. |
| Hours: | 5 days per week, 9am to 5pm |
| Duration of the position: | 12 months subject to satisfactory performance with possibility of extension |
| Salary: | SCHADS Award – Level 2, plus salary packaging |
| Responsible to: | Manager IT & Administration |

Introduction to SHARC

SHARC—The Self Help Addiction Resource Centre—is a community based service that offers clients a combination of mutual self-help, social support and professional therapeutic approaches. SHARC's programs include supported accommodation services for young people and adults, help for families affected by drug-use problems and advocacy services for people who use drug treatment services. SHARC provides a positive, supportive, and productive work environment that maximises staff's opportunities for self-responsibility, mutual support and participation.

POSITION OVERVIEW

Specific Duties and Responsibilities

- Meeting and greeting clients and visitors to SHARC in a highly professional, warm and respectful manner
- Answer professionally and provide accurate telephone information about SHARC services to the public and other interested parties
- Management of daily incoming and outgoing mail and filing systems
- Maintenance of electronic filing systems, database, office equipment, supplies, building maintenance and services
- Motor vehicle management
- Document creation and editing, including photocopying and binding of reports and publications as requested
- Delegating volunteer duties as per their PD
- Maintenance requests and communications with providers
- IT requests and arrange management responses
- Petty cash management
- Responsibility for mailouts
- Entering bills and invoices into Xero

Position Description

- Record, prepare and disseminate minutes for meetings.

Key Selection Criteria

- Proficiency with computers and comprehensive skills in Microsoft Office applications, in particular – Word, Excel, Access and Outlook
- Excellent interpersonal skills, with the ability to relate to people from a wide range of backgrounds
- Demonstrated empathy, sensitivity, patience and a warm respectful manner is essential
- Highly developed administrative skills in a small but busy office environment.
- Highly developed organisational skills

Desired experience and qualities

- A Certificate 4 in Business Administration or related field
- A minimum of three years' experience working in an office environment with exposure to reception and broad administration and finance duties
- Ability to develop and maintain good working relationships both internally and with external stakeholders
- Excellent interpersonal skills and good written and verbal communication skills
- Demonstrated ability to work flexibly, independently and co-operatively in a dynamic workplace environment
- Fantastic organisational skills with the ability to prioritise your workload
- Proficiency with computers and comprehensive skills in Microsoft Office applications, in particular – Word, Excel, Access and Outlook
- Ability to work with limited supervision
- Knowledge of alcohol and drug issues in the current social climate
- Experience in dealing with the general public
- Experience working with Xero but not essential

Key Result Areas

- Efficient management and maintenance of SHARC office, filing systems and purchasing
- Provision of telephone and reception service, conducted in a highly professional, warm and respectful manner
- Provision of accurate telephone information about services at SHARC to the public and other interested parties
- Provision of administrative support to all program areas as required. This will include the accurate management of a database, including data entry

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- Responsibility for preparation of program work books, mailouts and general postage
- Maintenance of office equipment, supplies and services
- Other administrative and special projects as directed

Other requirements:

- A current Victorian driver's license
- The successful applicant will be required to undergo a criminal records check
- The successful applicant will be required to provide a copy of their vaccination certificate

Applications close at 5pm on Thursday 2nd December 2021

Please email your curriculum vitae, letter addressing the selection criteria and contact details of three referees to: jgavin@sharc.org.au

For any queries please contact Jeff Gavin Manager IT & Administration on 0403 451 421