

Position title	<i>Executive Assistant and Office Support Coordinator</i>
Reports to	<i>National Director Strategy & Policy</i>
Employment type	<i>Permanent (Full time)</i>

Purpose

The Executive Assistant and Office Support Coordinator is responsible for the provision of administrative support and assistance to the National Director, as well as the office they are located in. This role has regular contact with employees, members, divisional council members and the executive leadership team and therefore must provide a high level of professionalism and dedication to high levels of customer service.

Duties and responsibilities

- Provide a high level of customer service to all employees and external stakeholders at every point of contact.
- Provide support to the National Director for Divisional Council business.
- Provide overall administrative assistance to the National Director.
- Conserves National Director's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analysing information; initiating telecommunications.
- Office management and HR practice coordination.
- Provide clerical and administrative support by preparing correspondence and maintaining documents and files.
- Manage general member enquiries by referring enquiries to the appropriate employees in an efficient and timely manner.
- Apply knowledge and understanding of administrative principles, practices, methods and techniques to manage all administrative records.
- Build and maintain strong working relationships with internal and external stakeholders
- Provide general administrative related support to the service and office including procurement, travel, record management.
- Review work practices to propose improvements to the way the organisation performs administrative tasks.
- Promoting the employer's services to members and non-members, identifying potential new members and "soft selling" service at all possible instances.
- Maintenance of the iMIS database, including recording all interactions with members completed by the individual or at times, for the team.

Essential Competencies

Communication

- Communicate clearly and concisely in both written and verbal form
- Communicate effectively in group situations
- Remain calm under pressure and display diplomacy skills

Planning and Organising

- Prioritise work in terms of urgency and importance and schedule work activities in advance and be counted on to follow through on tasks
- Able to keep track of priorities and give supervisor early warning of possible problems
- Shows initiative and is proactive in looking for improvements to work practices

Customer Service

- Offer advice and services to meet customer needs and provide solutions to problems
- Deliver on promises made to customers and stakeholders
- Develops relationships with customers and stakeholders in order to achieve goals

Accountability

- Take responsibility
- Act with confidence
- Act on own initiative

Teamwork

- Understand others
- Adapt to the team
- Listen to others
- Consult others
- Communicate proactively
- Keep others informed
- Support others, as well as developing and communicating self-knowledge and insight

Analysing and interpreting

- Write clearly and fluently
- Write in an expressive and engaging style
- Analyse and evaluate information
- Make judgments

Qualifications and Experience

- Desirable – Relevant qualifications in Office Administration (TAFE equivalent or formal qualifications)
- Desirable – Experience with database / record management systems
- Excellent writing and communication skills
- Excellent interpersonal skills
- Exceptional organisation skills
- Able to work autonomously or within a team environment

Working conditions

- Ad-hoc duties may be required

Direct reports

N/A