



POSITION DESCRIPTION

Position Title:	<i>Receptionist/ Administration Officer</i>
Salary:	<i>\$55,000 - \$65,000 (plus Superannuation. Salary Packaging Available)</i>
Reports to:	<i>Executive Manager, Community Engagement and Operations</i>
Terms of Employment:	<i>Full-time, fixed term contract</i>
Location:	<i>Northcote</i>

1. Position in Context

The Victorian Aboriginal Education Association Incorporated (VAEAI) was established in 1976 and aims to increase Koorie participation and positive outcomes in education, training and employment. VAEAI also aims to promote awareness of Koorie cultures and educational aspirations to the wider community.

VAEAI is a State-wide community based organisation representing Local Aboriginal Education Consultative Groups (LAECGs), across eight regions in Victoria. LAECGs are the primary source of local advice on education and training matters and participate as equal partners in the planning, development, operation, monitoring and evaluation of education, training and employment programs across Victoria.

The ***Reception/Administration Officer*** is the first point of contact for visitors and callers to VAEAI and provides a range of administrative, project and operational support to VAEAI staff as directed by the Executive Manager, Community Engagement and Operations.

2. Organisational Responsibilities

The Receptionist / Administration Officer will:

- 2.1 Report to the Coordinator Business Services Support.
- 2.2 Support Managers in relation to projects and work collaboratively with VAEAI staff to support the achievement of program requirements.
- 2.3 Work with the VAEAI team to complete urgent tasks as determined by the General Manager and Leadership Team.

3. Reception / Administration Responsibilities

- 3.1 Greet and welcome visitors to VAEAI.
- 3.2 Manage the VAEAI phone system – answering and directing calls to relevant VAEAI staff, forwarding messages as appropriate, dealing with messages left on the VAEAI answering system overnight.
- 3.3 Receipting and sending of VAEAI mail and email in accordance with VAEAI procedures.
- 3.4 Monitor VAEAI staff movements in and out of the building.

- 3.5 Under direction of the Business Services Coordinator manage travel and accommodation bookings for the GM and President, staff, VRC members and LAECG representatives
- 3.6 Respond to requests (through Coordinator Business Services Support) for event management, administrative and project assistance support.
- 3.7 Support Managers in the creation of presentations using PowerPoint (or similar software).
- 3.8 Manage stock and order stationery and other supplies (e.g. bathroom, kitchen) to ensure VAEAI operations are smooth and seamless for staff and visitors.
- 3.9 Maintain the utility room including paper supplies and maintenance of VAEAI printers.
- 3.10 Manage Board room and meeting room bookings.
- 3.11 Maintain the board and meeting rooms, reception area and other common areas in VAEAI in a neat and tidy manner.
- 3.12 Assist with planning and provide support for VAEAI VRC meetings and other events and functions as required.

4. Key Competencies/Selection Criteria

- 4.1 Knowledge of Koorie culture and social issues.
- 4.2 Excellent customer service skills including well developed interpersonal skills and the ability to communicate pleasantly and effectively with a wide range of people from the Koorie community, the general public, government departments and other organisations.
- 4.3 Well developed office administration skills.
- 4.4 Good time-management and self motivation skills and ability to work productively in a team environment.
- 4.5 Ability to take direction and provide project support to VAEAI staff on projects including a wide range of VAEAI events and functions.
- 4.6 Ability to organise, prioritise and complete daily tasks.
- 4.7 Computer skills including word processing, excel, PowerPoint (or similar presentation packages) databases, internet and email.
- 4.8 A qualification in office management/ business administration *or* a willingness to undertake training and obtain a qualification for the role e.g. Certificate IV or Diploma in Business Administration.

5. Other Desirable Skills, Knowledge or Experience

- 5.1 A current Victorian Driver's License and willingness to travel
- 5.2 A current Working with Children's Check