



## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Officer - RAS
<b>Level :</b>	Level 3 (ILC Enterprise agreement) plus generous salary packaging for NFP's
<b>FTE:</b>	1 FTE
<b>Special Allowances:</b>	NA
<b>Business Unit:</b>	North Metro Regional Assessment Service (RAS)
<b>Reports to:</b>	Service Coordinator
<b>Reviewed:</b>	August 2017

## Independent Living Centre (ILC) Goals and Vision

<b>Our Vision</b>	A community where all people can participate and are included.
<b>Our Mission</b>	To guide people's choices to access assistive technology and services for independence and wellbeing.
<b>What We Do</b>	<p>We respect people of all ages and abilities including older people, people with disability, their family, carers, service providers and the community.</p> <p>We support people's independence and wellbeing through information, advice, assessment, referral, funding, hire and respite services.</p> <p>We work with people by listening, guiding and linking them to products and services.</p> <p>We collaborate with organisations to offer the best possible service to our consumers.</p> <p>We strive to continually improve the quality of our services by undertaking research and evaluation.</p> <p>We expand knowledge and skills within the sectors we work by providing specialist training, events and consultancy.</p>

## ILC's Overall Objective

The Independent Living Centre WA (ILC) provides information and advice, assessment, training, funding and hire services that enable Western Australians of all ages and abilities to live more independent and fulfilling lives.

Service areas include assistive technology and equipment, home modifications, Noah's Ark WA, occupational therapy driver assessment, carer respite and support, Home and Community Care regional assessment, Allied health, Private Options and grants and equipment funding.

## Competencies

### Customer Service

Provides a comprehensive personalised service to customers including consumers, suppliers, stakeholders, service providers and health professionals.

### Resource Management

Understands and makes best use of the available resources including personnel, systems, policies, procedures, assets, equipment and information & communication technology.

### Team Contributor

Contributes to the overall performance of the team and organisation through communicating and interacting effectively with others.

### Personal Awareness

Is self-aware in terms of strengths and weaknesses; understands how own behaviour and actions impact on others and the business.

## **Position Overview**

The Administration Officer provides support services to the North Metro, Regional Assessment Team including a high standard of customer, supplier and stakeholder liaison, data entry and management, front desk reception and general administration support. Experience in the use of Microsoft Office suite, a flexible manner and willingness to learn are essential.

## **Key Accountabilities/Duties**

1. Liaise with customers, suppliers, stakeholders in a courteous and professional manner
2. Liaise with suppliers with respect to quotes, purchase orders, deliveries and invoicing
3. Follow up with customers, suppliers, stakeholders if required, to meet customer needs
4. Process incoming referrals in a timely manner
5. Telephony duties, including answering, responding and transferring phone calls
6. Data entry and maintenance of client database systems
7. Generate reports from databases, as required
8. Prepare correspondence e.g. letters, faxes, emails and mail outs by mail merge or individual correspondence
9. Create forms, templates and supporting documentation
10. Process purchase orders and invoices into the accounting system
11. Other general administration support including, filing, mail processing, photocopying, minute taking, ordering office supplies and equipment maintenance
12. Promote the philosophy and objectives of the organisation
13. Implement and adhere to all policy and procedural requirements of the organisation.
14. Undertake other duties as assigned.

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<b>SELECTION CRITERIA:</b> (to be addressed in application)	<b>Essential (E)</b>	<b>Desirable (D)</b>
<b><u>QUALIFICATIONS</u></b>		
Relevant work experience and/or qualifications	E	
<b><u>KNOWLEDGE, SKILLS AND ABILITIES</u></b>		
Experienced in receptionist/telephonist duties	E	
Professional telephone manner	E	
Sound working knowledge and proficiency in Microsoft Office applications	E	
Sound understanding of database systems and their application	E	
Working knowledge of Microsoft SharePoint		D
Excellent customer focus	E	
Attention to detail, organisational and time management skills	E	
Ability to work effectively, both independently and as a member of a team	E	
Demonstrated problem solving and organisational skills	E	
Knowledge of Not for Profit sector		D
Current "C" class driver's licence		D
Current National Police Check	E	
Knowledge of general legislative requirements (Occupational Safety & Health Act, Privacy Act etc.)	E	