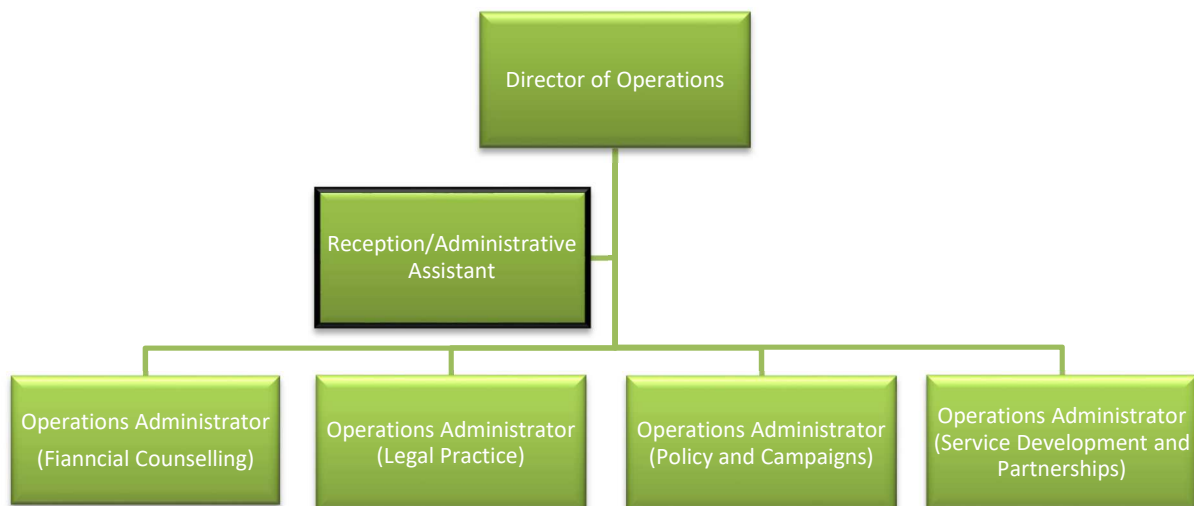


Position Description

Position	<i>Receptionist/Administrative Assistant</i>
Reports to (position title)	<i>Director of Operations</i>
Purpose:	<i>The purpose of this role is to greet and direct all callers to Consumer Action Law Centre - via telephone or in person - and to provide administrative and general office support to the organisation.</i>
Direct reports:	<i>0</i>
Indirect reports:	<i>0</i>
Scope	<i>This role manages a busy switchboard and provides administrative support for an office of 35-45 staff. Our legal practice and financial counselling service provide free advice to consumers in the State of Victoria. In addition, our policy and campaigns team work nationally with other consumer advocate groups through law reform, community outreach, research, publications and in the media.</i>

Organisation chart:



Key Accountabilities:

- Be the first point of contact for callers and visitors to Consumer Action Law Centre, ensuring that queries and calls are screened and directed appropriately;
- Manage record-keeping and delivery of incoming and outgoing mail;
- Maintain stocks of kitchen and office supplies;
- Provide administrative support to the Director Operations, and other Consumer Action staff as requested so that peak workload demands and administrative requirements can be met and the organisation run smoothly;
- Assist with the preparation of agendas, meeting papers, PowerPoint presentations, minutes etc;
- Coordinate internal and external room and travel bookings, functions and event planning;
- Extract data and contribute to reports as directed;
- Provide training and support to volunteers on phones and equipment;
- Provide technical support and maintenance coordination to keep office equipment in working order.

Qualifications/Experience/Specialist Skills:

- Strong working knowledge of Microsoft Office Suite is essential (Outlook, Word, Excel, PowerPoint);
- Familiarity with Office 365 and Microsoft Office Online apps including SharePoint Online will be advantageous;
- Familiarity with database or client management programs such as Filemaker Pro;
- Minimum typing speed of 40 words per minute;
- Administrative experience;
- Reception experience;
- Experience with or a willingness to learn about basic operation and maintenance of office equipment such as photocopiers, scanners, and projectors;
- Understanding of and familiarity with the demands of not for profit operations within the community sector.

Competencies

- A strong commitment to the values of Consumer Action Law Centre;
- Cooperates and works well with others; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others, treating all people with dignity and respect;
- Flexibility and a willingness to 'pitch in' when needed;
- A performance-oriented and proactive attitude with ability to work unsupervised;
- Demonstrated skills in time management and prioritisation;
- Demonstrated ability to maintain a professional, friendly and compassionate demeanour in challenging situations;
- An ability to communicate with disadvantaged, low-income, culturally and linguistically diverse client groups, consistent with the values of Consumer Action Law Centre.