

# ADMINISTRATION OFFICER

Position description v5.1 Nov 2022

**Title: Administration Officer Reports to:** Chief Executive Officer **Award classification:** Clerks Private Sector  
**Current working days/hours:** Across Monday to Friday .8-1.0 FTE with Library shifts on occasional Saturdays and study leave weekly as required.

**Authorised/date: 2 November 2022**

The core task of the role is to provide courteous, effective and consistent customer service and administration support to the Society and to the Society staff team.

## KEY ACTIVITIES AND ACCOUNTABILITIES:

### 1. General administration and customer service – Membership, Education, Courses, Library & Archives

- Supporting enquiries, payments and administration of the Society's membership, courses and activities
- Receiving mail and Archives/Library donations, data entry, document preparation, and file maintenance supporting the Society's membership, archives, events, education and Society's corporate records
- Supporting event bookings and payments, and trouble-shooting customer service queries for webinars and face-to-face activities such as lectures, workshops and conferences
- Staffing receptions/events as required and first point of contact for in-person, phone and email queries
- Supporting material preparation and setting up events when possible e.g. supporting handouts, attendance lists, name tags, and room layouts (for in person events) and AV equipment
- Secretariat support for Committees and other groups (taking minutes, preparing papers, and setting up meeting calendar invitations and virtual meeting requirements for participants) and participating in and contributing to Society staff meetings as required
- Contributing to management and Board reporting as required

### 2. Facilities management support

- Liaising with landlord, strata management, suppliers, contractors (e.g. IT, cleaning, building) and Society staff regarding on-site visits and works to be undertaken for both Richmond Villa and Family History Research Centre & Library
- General administration support for service quotations and checking invoices for payment
- Administration of reporting on issues and incidents, maintenance of issues and WHS register

### 3. Financial, Human Resources and compliance administration

- Data entry for financial accounts: invoices, payment and related information
- Supporting preparation and maintenance of yearly budget
- Monthly preparation of the financial reporting for the Board of Directors
- Confidential human resources administration - file maintenance and reporting
- Support of administration of insurance and compliance-related activities

### 4. Family History Research Centre & Library Reception: Reception shifts during the week/occasional Saturdays

- Provide courteous, effective and consistent customer service based on a good level of knowledge of collections, technology and programs
- Perform a range of general library duties, including supporting initial research queries and printing/scanning needs of members and visitors
- Undertake membership, bookshop and event sales and accurate reconciliation
- Ensure Library and staff room areas are neat and tidy, and provide a welcoming environment for Library visitors, staff, and volunteers
- Host in person and online Library related events in conjunction with the SAG staff and volunteers

**KEY INTERNAL RELATIONSHIPS:** All staff and volunteers

**KEY EXTERNAL RELATIONSHIPS:** Society members, contractors, and suppliers

**QUALIFICATIONS:** none required though skills expected of someone that has attained or working towards a Certificate in Business Administration or equivalent.

## EXPERIENCE AND SKILLS

Good administrative, customer service and organisational skills, with an ability to meet deadlines

Good communication skills, both written and verbal

Good digital literacy including Microsoft Office suite

Knowledge of the genealogical/local history environment not essential but an interest in family history welcome