



Position Description

Position Title:	Reception Administration Trainee
Salary & Conditions:	FamilyCare Enterprise Bargaining Agreement
Department:	Business Services
Direct Report To:	Program Leader – Finance & Administration
Responsible For:	Assisting with reception and administrative services
Performance Review:	At three months, then annually thereafter.

FamilyCare Vision

Strong families and communities.

FamilyCare is one of regional Victoria's largest and most progressive community service organisations, with offices across five Local Government Areas: Greater Shepparton, Mitchell, Murrindindi, Strathbogie and Moira. FamilyCare's activities include child and family services, men's services, carer and disability support programs and community development.

Key Selection Criteria

1. Qualifications

Essential

- Satisfactory completion of Year 11 or 12 including business and maths units within the past 3 years.

2. Skills, Knowledge and Experience

Essential

- Understanding of privacy and confidentiality obligations.
- Skills in Microsoft Word, Excel and Outlook.
- Good communication skills.
- Exceptional customer service.
- Accuracy in data entry.
- Neat and tidy personal presentation appropriate to an office environment.

Desirable

- Knowledge of Microsoft Publisher and PowerPoint.
- Experience in handling and directing incoming calls.

3. Reception Administration Trainee – Information

Aim of Service

The Finance & Administration team is dedicated to providing the professional support services of FamilyCare. This includes:

- Reception
- Administration
- Finance

The Reception Administration Trainee will be responsible for assisting with general administration and office tasks.

The Reception Administration Trainee will be required to undertake a Certificate III in Business Administration.

4. Key Performance Responsibilities

4.1 Service Delivery

- Ensure that all people entering reception are attended to in a prompt & friendly manner.
- Assist with telephone calls in a friendly and efficient manner.
- Ensure reception is always tidy and representative of the agency.
- Assist with a range of general administrative functions and record keeping.
- Assistance with Finance functions.

4.2 Data Collection and Reporting

- Assist with data entry associated with the agency motor vehicle fleet.

4.3 Quality Improvement and Evaluation

- Meet occupational health and safety requirements.
- Ensure that relevant policies and procedures are followed.
- Participate in regular supervision activities.
- Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
- Be aware of and meet relevant Quality Management System responsibilities.
- Participate in relevant evaluation activities.
- Be aware of FamilyCare's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

5. Current and Valid checks:

- Drivers Licence (not essential but preferable).
- Police Check.
- International police check when applicable.
- Working with Children Check.

6. Other Information

- Salary packaging is offered within prescribed guidelines.
- All staff and volunteers must abide by a Code of Conduct.
- FamilyCare is committed to:
 - Ensuring the safety of children
 - Respecting diversity and
 - Providing a workplace free from discrimination and harassment.