



The Fred Hollows Foundation

Job Description

Name	TBC
Job Title	Administration Support
Division	Administration
Position type	Full time based in Sydney
Reporting & working relationships	This position is supervised by the Administration Coordinator and reports to the Administration Manager.
Date	February 2010

Role summary	Estimated % of time allocation
<p>The Administration Support is responsible for the efficient functioning of the reception area and acts as a professional first point of call while also effectively managing their time to complete a variety of general administrative duties. This position is based in the Sydney office.</p> <p>Major responsibilities include:</p> <ul style="list-style-type: none">• General administrative duties• Reception	<p>60%</p> <p>40%</p>

Responsibilities and related tasks	Performance objectives
<p>Reception</p> <ol style="list-style-type: none">1) Answer all inbound calls within specified time frames; redirecting enquiries and taking/forwarding messages.2) Meet and greet clients and visitors. Announcement of the same and organisation of tea/coffee when necessary.3) Liaise with couriers and deliveries. Sign for/notify respective staff member of arrival and distribute incoming packages and deliveries.4) Admit deliveries to the loading dock area and bring goods to the storeroom.5) Display the welcome message board near the lifts every morning and bring in same each afternoon.6) Lock and unlock the balcony doors.	<p>A professional image of The Foundation is reflected through person to person and telephone interactions at all times.</p>

<p>General administrative duties</p> <p><u>Mail</u></p> <p>7) Open and distribute daily mail. Prepare mail for outward processing. Record all monies received through the mail.</p> <p>8) Prepare and circulate the opening mail roster during peak periods.</p> <p>9) Distribute incoming faxes and advise staff of communication errors for outgoing faxes.</p> <p>10) Check and distribute the fhf@hollows.org emails twice daily.</p> <p>11) Check, redirect and/or clear spam inbox daily.</p> <p>12) Regularly maintain the utilities areas ensuring that they are tidy and stocked with the required stationery, etc</p> <p>13) Regularly maintain all printers within the office, stocking paper, checking ink levels and ordering/disposal of all toners etc.</p> <p><u>Couriers</u></p> <p>14) Organise couriers (including mail and banking) and book taxis.</p> <p><u>Purchasing</u></p> <p>15) Liaise with Corporate Support by assisting in the maintenance of purchase order records and processes.</p> <p>16) Coordinate the stationary and consumable supplies.</p> <p>17) Purchase staff amenities on an as needs basis.</p> <p>18) Order sundries as required.</p> <p><u>General administration support</u></p> <p>19) Contribute written procedures into the Administration Procedures Manual.</p> <p>20) Maintain Outlook contacts list and regularly update The Foundation's contact lists.</p> <p>21) Liaise with Corporate Support to coordinate meeting room and equipment bookings.</p> <p>22) Liaise with Divisional Support to coordinate offsite storage pickups and drop offs.</p> <p>23) Liaise with Corporate Support to coordinate travel and accommodation bookings if required.</p> <p>24) Manage the yellow and white page listings.</p> <p>25) Maintain all administration hard copy and electronic filing systems.</p> <p>26) Coordinate any general office functions required e.g. organising monthly birthday cakes etc.</p> <p>27) Organise teleconference calls.</p> <p>28) Provide relief support for other Administration staff when requested</p> <p>29) Collect the recycling bins on Thursday & Friday mornings in driveway with all other building bins. Maintain and add to the Administration Procedures Manual</p> <p>30) Run errands as requested.</p> <p>31) Maintain staff pigeon holes</p> <p>32) Removal of empty toner cartridges and secure bins when</p>	<p>Provide support in a friendly, timely and professional manner.</p> <p>Contribute positively to the efficient and effective functioning of The Foundation.</p> <p>All responsibilities and related tasks are completed satisfactorily and submitted by the due date/time.</p> <p>Ensure that:</p> <ol style="list-style-type: none"> 1. Relevant policies and procedures e.g. the Mail Opening, Purchasing, Travel and Offsite Storage are adhered to or updated in conjunction with the Administration Manager when necessary. 2. The Corporate Credit Card policy and procedure is adhered to or updated in conjunction with the Administration Manager when necessary. 3. The reconciled invoices are submitted to the Finance division <i>before</i> the due date.
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