

AMWU Admin Assistant

Grade 3 or Grade 4 (dependent on skills and qualifications)



JOB BRIEF

Administrative assistant responsibilities include providing administrative support to ensure efficient operation of the office. You will support officials and assist the team through a variety of tasks related to organisation and communication. The admin job scope includes communicating via phone and email ensuring that all administrative duties are completed accurately and delivered with high quality and in a timely manner.

JOB FUNCTIONS

Greet clients at reception and assist with any queries.

Process incoming & outgoing mail and assist with bulk mail-outs.

Answer incoming calls promptly, redirecting calls as required or taking accurate messages and passing these onto the appropriate personnel.

Organise courier pickup and deliveries.

Liaise with delegates and members either at the counter or on the phone.

Contact members by phone to update details, assist with queries in accordance with union policy and audit requirements.

Provide information and assistance to officials in relation to membership and workplace records including producing reports when required.

Prepare documents using MS Word, Excel, and Powerpoint including formatting, use of templates, proofing and editing for errors.

Assist Organisers with filing, photocopying, binding, faxing, or archiving.

Assist to maintain office supplies and members information stands.

Any other duties as directed from time to time.

SELECTION CRITERIA:

School certificate, Diploma or equivalent.

Basic knowledge of administrative procedures and systems such as word processing, managing files and records.

Possess excellent verbal and written communication skills and demonstrate a willingness to learn new skills. This position has a particular emphasis on confidentiality and high-level telephone and email skills, message taking and identification of urgent and critical matters.

Intermediate skills to perform data entry and functions in Outlook and Internet.

Skills and experience working both as part of a team and willingness to undertake a variety of tasks to ensure that the work meets and anticipates the needs of the officials.

This role is both a supervised and unsupervised capacity.

Excellent time management with ability to work to strict deadlines