

Position Description

Office Administrator



Celebrating 30 Years!

Purpose of the Role

To be the first point of contact for all enquiries to the association, manage administrative requirements for the office and assist other staff with administrative requirements on an as needed basis.

Accountability

Accountable to the VIC Sponsor and Member Engagement Manager

Reports to

The VIC Sponsor and Member Engagement Manager as required.

Responsibilities

General Administration & Reception	KPI
Deal with day to day enquiries to the office via phone and email	Phone calls are to be answered at all times unless on another call or away from desk. All phone messages and emails are to be answered/responded to within one business day.
Greet visitors and seat them in the reception area while the relevant member of staff is called for.	All visitors to be greeted on arrival and seated in the reception while waiting for relevant staff member.
Receive and disburse mail.	Mail to be checked and disbursed once a week on Tuesdays.
Update office templates, forms and documentation as necessary, ensuring branding is always up to date and consistent.	All office templates, forms and documentation to be up to date and consistent with current branding/style guidelines.
Manage all filing.	Duties are completed on time and within budget, and where possible, electronically to reduce use of paper and postage.
Provide general administrative assistance and support to VIC Sponsor and Member Engagement Manager as required.	As instructed on a task by task basis.
Provide support for the Committees including issuing agendas, minutes and correspondence as instructed by the committee convenor.	Activities to be completed within 2 business days of receiving instruction from convenor.
Membership & Member Relations	KPI
Process renewal and new member applications for Managers, Lot owners, Suppliers	Accurate checking of all paperwork to support member applications and renewals to submit to national membership and admin officer.
Follow up outstanding renewals and outstanding membership payments (debtors).	
Issue welcome communications to new members.	To be completed within 5 business days of each monthly Board meeting.
Assist members with their enquiries.	Member satisfaction survey results reflect no less than an 80% satisfaction rate as it applies to communications and their enquiries being dealt with by the SCA Vic office.
Marketing & Communications	KPI
Maintain website directories. Ensure they are up to date including the Accredited Member and Strata Service Directories under instruction from the VIC Sponsor and Member Engagement Manager.	Directories are up to date and accurate at all times and requests for updating information and actioned within 1 business day.
Complaints	KPI
Receipt received complaints and follow up if further documentation is required by the sub-committee, and request invoice from finance if required.	Accurate checking of documentation and including on the complaint register.