

<b>Location/s</b>	Selected Venues
<b>Reporting to</b>	Regional Manager
<b>Direct Reports</b>	Nil
<b>Level</b>	Band 1
<b>Date Updated</b>	July 2020

### About the Role

To coordinate and deliver all administrative activities undertaken at a venue, whilst providing a high quality of service to clients.

### Key Responsibilities

<b>Administrative</b>	<ul style="list-style-type: none"> <li>• Manage the venue reception area by providing clients with a high level of customer service through face to face and telephone communication.</li> <li>• Provide administrative support to the venue through diary management and other administrative duties.</li> <li>• Coordinate the use of counselling rooms and resources.</li> <li>• Use the Client Information System (CIS) to input and update client details and information relating to sessions and appointments.</li> <li>• Keep abreast of venue specific program information and RAQ administrative policies and procedures.</li> <li>• Coordinate maintenance requirements of the venue and restock venue amenities and resources where required to ensure the venue is maintained in a professional manner.</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Provide clients with an invoice or receipt at time of service delivery where required.</li> <li>• Receipt all money, EFTPOS and cheque transactions in a timely and accurate manner.</li> <li>• Bank all receipted transactions and complete banking return forms in line with the Financial Procedures.</li> <li>• Manage and reconcile a web based petty cash system held at the venue.</li> <li>• Assist in debt management by monitoring debts and ensuring debt recovery procedures are followed.</li> <li>• Provide the Finance Department with any information required for end of year/month processes.</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Adhere to all organisational policies, procedures, standards and practices.</li> <li>• Act only in ways that advance RAQ objectives, values and reputation.</li> <li>• Undertake any other reasonable duties, consistent with skills and experience, as directed by the reporting manager.</li> </ul>

### Core Competencies

<b>Business Savvy</b>	Applies knowledge of the business and the industry to advance the organisation's goals.
<b>Accountability</b>	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.

<b>Collaborative Relationships</b>	Builds collaborative and constructive working relationships, working as a team to achieve goals.
<b>Diversity &amp; Inclusion</b>	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences, and commits to challenging attendant social inequities.
<b>Innovation &amp; Continuous Improvement</b>	Applies knowledge, experience and ideas to develop new and better ways of working, adapts to change and maintains resilience.
<b>Professionalism</b>	Gains the confidence and trust of others through honesty, integrity, and authenticity.

### About You

To be successful in this position you will have:

	<b>Required</b>	<b>Highly Desired</b>
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• A Certificate III or IV in Business Administration.</li> <li>• A current Queensland Drivers Licence (Open).</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in an administrative role.</li> <li>• Experience in providing face-to-face, email and telephone customer service.</li> <li>• Experience with managing challenging customer interactions in a professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in the human services sector.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Competent in computer use (Microsoft Office, email, web-based programs, and have the ability to learn new programs and applications).</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrated effective time management, attention to detail, prioritising and organisational skills.</li> <li>• The ability to multitask and work independently.</li> <li>• Highly developed interpersonal and communication skills, both written and verbal.</li> </ul>	

*It should be noted that Position Descriptions are under constant review and may be changed at any time.*