



POSITION DESCRIPTION

Position Title	Customer Service / Admin Assistant		
Classification	G-H	GHCMA Enterprise Agreement	
Division	Corporate Services		
Position Reports To	Executive Officer Coordinator		
Employment Type	Casual (4 weekly review)	FTE	0.5 - 1.0
Location	Hamilton		
Flexibility	The position is based in Hamilton with options to work from home and out-of-hours attendance at meetings/functions will be periodically required. The role may also include travelling alone after hours.		

Organisational Context

The Glenelg Hopkins Catchment Management Authority (CMA) was established in 1997 to effectively and efficiently deliver land, water and biodiversity programs that protect and enhance landscapes as well as support thriving communities.

We connect individuals and interest groups who live on, work with, and enjoy our land and waterways with reliable information, valuable opportunities, and inspirational motivation so that the community is informed, empowered, and enabled to create a sustainable South West Victoria.

Our organisation is committed to our three key values of 'Pro-active, Professional and Innovative' that underpin our workplace culture.

There are three program areas within the GHCMA: Corporate Services, Land Health and Biodiversity, and Waterways. These are supported by the CEO office which manages the relationship with the Board and provides cross organisational support relating to the involvement and reputation of the CMA.

Position Purpose

The role of Customer Service / Admin Assistant provides a broad range of administrative and customer services support for the organisation to support both internal and external customer needs.

This includes:

- provision of office reception, including the screening of contacts and directing to appropriate areas of the organisation
- general business support such as data entry and processing Accounts Payable, management/maintenance of records and systems including the customer relationship management system, secretarial support to committees, event management support, dissemination of information
- coordinating facility checks and maintenance requests
- coordinating fleet requirements and schedules
- committee/s support as directed
- other administrative duties as directed.

This position also provides back-up support to the Executive Office Coordinator and Business Officer as agreed with the Business Accountant or Executive Manager Corporate Services and Executive Officer Coordinator.

It is expected that 50% of the incumbent's time would be spent on customer service/reception duties, with the remaining 50% provided by the Trainee. The CMA is also open to coordinating a job-share arrangement if suited.



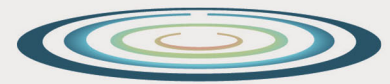
Stakeholder Relationships

Direct Reports:	0	Indirect Reports:	0
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Internal	External
Administrative Assistant/Office Trainee Assistant Accountant Business Accountant Executive Manager Corporate Services Executive Office Coordinator CEO GHCMA staff and managers Board and Advisory Group Members	Local Government Other CMAs Dept. Environment, Land, Water & Planning Relevant state and federal government departments and agencies Community groups General public Suppliers/contractors

Key Responsibilities

Key Result Area	Key Position Accountabilities
Provision of exceptional customer service to internal and external stakeholders	Under limited guidance provide a full range of administrative support to the organisation. Provide front line customer service support to organisation stakeholders and customers. Manage customer queries, complaints and requests ensuring referral to the appropriate area as necessary. Support implementation, maintain and manage customer relation management system including providing reports on customer interaction and customer care. Responsible for overseeing front office / reception areas. Coordinate the logistics of various internal and external forums, including booking arrangements, preparation documentation, travel. Coordinate the monthly CEO Report template and reporting timelines. Supervise the day-to-day activity of the administrative assistant/office trainee.
General Business Support, data entry and processing Accounts Payable	Provide data entry and processing, such as Accounts Payable processing, including processing staff expenses claims, and other duties as directed by the Business Accountant or Assistant Accountant. Provide general support to various committees i.e. CAG Committee as directed if needed. Provide general administrative and events management support to projects as required ie. Grants Support, Community advisory group. Provide back-up support to the WHS Committee / iAuditor platform in the absence of the Business Officer from time to time as approved by Executive Manager Corporate Services Provide back-up support to Executive Office Coordinator role from time to time as approved by CEO.
Facilities and Fleet Maintenance	Responsible for the building management of the Warrnambool and Hamilton offices by coordinating regular facilities checks and maintenance, and ad hoc repairs. Produce the annual report of the Essential Safety Services Register on behalf of the Executive Manager – Corporate Services Provide information for the Environmental Report for the CMA's Annual Report Coordinate the organisation's fleet of vehicles, including scheduled and ad-hoc maintenance, and assisting with finance and leasing requirements.
Project Delivery	Lead and/or support the implementation of allocated projects to time, budget and scope as directed by the Executive Manager Corporate Services.



Organisational Requirements

Area	Requirements
Risk	<p>Employees of Glenelg Hopkins CMA are responsible for:</p> <ul style="list-style-type: none"> • Taking all reasonable and practicable steps to implement efficient systems and procedures • Contributing to the continued improvement of the CMA's risk management capabilities, including reporting any incidents that may result in unacceptable levels of risk or non-compliance with established procedures • Maintaining adequate records to demonstrate the management of risk.
Workplace Health & Safety (WHS)	<p>Employees and contractors of Glenelg Hopkins CMA are required to:</p> <ul style="list-style-type: none"> • Take the care to protect their own health and safety and that of their fellow workers • Comply with statutory requirements, Glenelg Hopkins CMA policies and procedures and all lawful instructions of managerial and supervisory staff • Co-operate in achieving a safe and healthy workplace • Wear and/or use all necessary protective clothing and equipment issued in order to protect the health and safety of themselves and fellow workers • Under no circumstances operate vehicles, plant or equipment while under the influence of alcohol, drugs or any other dangerous substance or without specific licences and certifications • Set a personal example • Observe behaviour of contractors and consultants to ensure that they also are aware of and adhere to WHS requirements and standards.
Record Keeping	<p>Responsible for ensuring all record keeping activities under your control have been identified, created, and captured as per the CMA's record keeping requirements and obligations, in a transparent and secure manner.</p>
Limits of Authority	<p>Authority is limited to and in accordance with the current Instrument of Delegation.</p>
Organisational Accountabilities and Responsibilities	<p>The Glenelg Hopkins CMA is committed to the health, safety and wellbeing of all staff and as such will comply with all relevant statutory requirements. It is a condition of employment with the CMA that all employees comply with organisational Values, the Victorian Public Sector Code of Conduct and policies and procedures (as updated and amended from time to time).</p>



Preferred Skills, Knowledge and Experience required to undertake the Role

- Certificate III in Office Administration or a minimum of 3 years practical experience, or an equivalent combination with experience in providing a broad range of customer focussed administrative services.
- Highly developed organisational skills, the capacity to operate independently to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Excellent interpersonal skills including an ability to liaise and negotiate with a range of stakeholders.
- High level of numeracy and attention to detail, with strong data entry experience.
- Well-developed verbal and written communication skills
- Experience operating and effectively using electronic phone systems and customer relations management system
- An understanding of Natural Resource Management (desirable)
- High level of proficiency in the Microsoft Office 365 suite and other software packages.
- Current Victorian Driver's Licence (Manual) and Victorian Working With Children Check (WWCC) (WWCC can be obtained prior to appointment)
- Pre-employment self-assessment is required prior to appointment

Position Certification

My signature below confirms that I understand and agree to undertake the inherent requirements of the position as outlined above.

Employee Name

Employee Signature

Date:

Manager Name

Manager Signature

Date:

Office use only

Position Reason	New position Replacement Position Other – Casual Position	Position Re-designed	
Approved by:	CEO	Date:	31 August 2023