

## **ROLE DESCRIPTION**

**Role Title:**            **Administrative Assistant**

**Reports to:**           **Senior Owners Corporation Manager**

## **PURPOSE OF THE ROLE**

To assist the office and Owners Corporation Managers with, insurance quotes, specific project support and general administrative support to the office.

## **KEY RESPONSIBILITIES**

1. Source and provide competitive quotes for insurance cover for Owners Corporations, to the Owners Corporation Manager (and others as required).
2. Complete any insurance claim forms and progress with Insurance / Brokers etc. Keep Owners Corporation Managers informed of progress with claims etc .
3. Enters data and provides reports on insurance matters and some other matters as required, ensuring currency and accuracy.
4. Follow up on outstanding creditors, maintain records and provides reports as required.
5. Provide word processing support as required, including preparation of submissions, reports, papers, letters, general office correspondence etc.
6. Assist with back up Reception – takes messages, meets clients and provides general assistance with receiving and relaying incoming calls.
7. General office support including arranging of appointments, assistance with meetings (tea, coffee, some lunches etc); general clerical work – filing, copying, mail, couriers, banking support etc.
8. Assist with office projects from time to time – providing administrative and clerical support, research support and support with presentations and report writing etc.
9. Comply with general office policies, procedures and all legal requirements.

## **EXPERIENCE REQUIRED / DESIRED**

- Approximately 3-5 years' clerical and office administration experience with a service based company.
- Proven success in customer service and issues resolution.
- At least 2 years accounts clerical and / or credit control experience would be ideal

## KEY COMPETENCIES REQUIRED

- **Organisational Skills** – Is able to prioritise and plan multiple activities and meet objectives within established timelines. Seeks out and finds better ways to do things
- **Customer Service** – Seeks to understand customer/client expectations and responds to their needs.
- **Communications** – Able to effectively communicate at all organisational levels and in any environment in both verbal and written form.
- **Listening** – Understands the meaning and the intent of the communication and responds accordingly.
- **Attention to Detail** – Owns the numbers, knows the numbers and their accuracy and completeness at all times.
- **Resilience** – “Stays the course”, is not put off by barriers but pursues the task to its logical end.
- **Integrity** – Maintains legal, social and organisational standards and values and honours commitments.

## ADDITIONAL REQUIREMENTS

- Incumbents will be required to undergo a Police Check prior to appointment.