



## Position Description

<b>Title:</b> Administration Assistant Level 3		<b>Reports to:</b> Operations Manager
<b>Incumbent:</b>		<b>Responsible for:</b> Nil
<b>Date Revised:</b> April 2022		
<b>Purpose:</b> Provide administrative services for the internal organisation.		
<b>Notes:</b> <i>This position requires a significant role responsibility in matters of personal judgement, discretion, confidentiality, integrity, initiative and autonomy. The success of the role will be based and reviewed on successful demonstration of these attributes.</i>		
<b>Role: Administration</b>		
<b>Task</b>	<b>Expected outcomes, measurements and control</b>	
Phone Enquiries	<ul style="list-style-type: none"> <li>• Phone calls are answered in accordance with phone policy and procedures.</li> <li>• Calls are answered promptly in a pleasant and courteous manner.</li> <li>• Phone messages are recorded accurately and referred through to the appropriate person promptly.</li> <li>• Callers are referred to the correct procedure to complete their enquiry.</li> <li>• A review of telephone procedures may be monitored by mystery shoppers or other monitoring methods.</li> </ul>	
Counter Enquiries	<ul style="list-style-type: none"> <li>• Enquiries are handled efficiently, courteously and professionally.</li> <li>• Visitors are referred to the correct procedure to complete their query.</li> <li>• Messages and details are accurately recorded.</li> </ul>	
Job logging	<ul style="list-style-type: none"> <li>• Job enquiries are logged efficiently and accurately and with as much detail as possible to ensure the seamless completion of the job.</li> <li>• All contact with clients must be recorded in the relevant job.</li> </ul>	
Sales	<ul style="list-style-type: none"> <li>• Create work order on acceptance of quotes in accordance with iAssist procedures.</li> <li>• Invoices and job notes promptly emailed to clients when requested</li> </ul>	
Payables	<ul style="list-style-type: none"> <li>• Process purchase orders promptly and in accordance with iAssist procedures</li> <li>• Receive stock and items ordered for works and promptly record as per iAssist procedures</li> <li>• Create labels for items for stock</li> <li>• Send purchase documentation to Dext promptly</li> <li>• Process purchases in Dext as required</li> </ul>	
Receipting	<ul style="list-style-type: none"> <li>• Process bank feeds daily</li> <li>• Regular receipting of incoming funds.</li> <li>• Till &amp; Petty cash is balanced on a weekly basis</li> <li>• Banking prepared and taken to bank as required.</li> </ul>	



Reconciliations	<ul style="list-style-type: none"> <li>• Monthly reconciliation bank accounts, credit card accounts, clearing accounts, paypal account, merchant account and any other associated accounts</li> </ul>
Credit Management	<ul style="list-style-type: none"> <li>• Send credit applications to new clients</li> <li>• Process credit applications per the iAssist procedure</li> <li>• Process and send statements, letters of reminder/demand for unpaid accounts</li> <li>• Contact clients where required for unpaid accounts</li> <li>• Prepare and lodge debt collection with EC Credit Control where required</li> <li>• Process QCAT applications where required</li> <li>• Record notes for all debt collection contact in Xero</li> <li>• The Debtor procedure is followed with respect to all outstanding accounts. All business clients requiring a credit account have a current credit application.</li> </ul>
Documentation	<ul style="list-style-type: none"> <li>• Accurate and prompt recording of all notes and client contact pertaining to all work orders attended to in Dynamics</li> <li>• Authoring and reviewing of user friendly procedures when requested</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Effective &amp; prompt communication with Supervisor where required.</li> <li>• Effective positive communication with all team members of the iAssist team as a whole</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Other tasks as directed by Management</li> <li>• Regular reporting as required by Management</li> </ul>

**What we are looking for: Qualifications & Experience**

Mandatory	<ul style="list-style-type: none"> <li>• Open or Provisional drivers licence which must be valid for the entire duration of employment at iAssist</li> <li>• Intermediate PC skills</li> </ul>
Highly Desirable	<ul style="list-style-type: none"> <li>• Previous experience in accounts, customer service and/or administration roles</li> <li>• Intermediate Microsoft Excel skills</li> <li>• Xero experience</li> <li>• Proven ability to work autonomously</li> <li>• Strong time management skills</li> <li>• Experience with Microsoft 365 including Sharepoint</li> </ul>

**Our Vision**

***iAssist: Real Solutions – Local People – Respected Australia wide***

**Our Mission**

***iAssist is committed to building professional relationships by giving exceptional, friendly service you can trust.***



<b><i>iAssist Internal Culture</i></b>	
<i>Confidentiality</i>	To treat all iAssist, co-worker and client data, information and systems entrusted to us with the highest degree of ethical standards.
<i>Accountability</i>	An iAssist team member is expected to take ownership and responsibility for their actions at all times.
<i>Productivity</i>	An iAssist team member must be able to manage their own time and resources in order to be efficient and effective. In turn the organisation will provide the environment and systems required to do so.
<i>Teamwork</i>	Each individual contributes and works together to achieve a common goal through effective communication, collaboration, support and encouragement.
<i>Fun</i>	Whilst maintaining a professional outlook and conduct, it is encouraged to have a laugh and joke within the team environment.
<i>Reward and Recognition</i>	We each acknowledge other team members and the contribution they make to the organisation.
<b><i>iAssist Core Values</i></b>	
<i>Trust</i>	Building relationships through confidence in our integrity, reliability and character.
<i>Integrity</i>	We uphold mutually beneficial moral and ethical values.
<i>Care</i>	We make it a priority to understand your concerns and take a personal interest. Your problems are our problems and our solutions are your solutions.
<i>Knowledge</i>	We are dedicated to remaining at the forefront in our field by continually advancing our skills and expertise.
<i>Innovation</i>	We partner with industry leaders to understand new technologies and methods in order to provide solutions that meet the unique needs of our clientele.
<i>Commitment</i>	We deliver a holistic solution by taking responsibility and managing each task to a resolution.

Name: \_\_\_\_\_



Signature: \_\_\_\_\_ Date: \_\_\_\_\_