

POSITION DESCRIPTION OFFICE ADMINISTRATOR (TEMP)



Date: 22.07.2024

Position Title: Office Administrator (temp)
Conditions of Employment: Tenants Queensland Ltd Agreement 2023-2026
Classification: Level 3
Status: Full-time, Fixed Term (Wednesday 28 August 2024 to Friday 4 October 2024)
Working Hours: 38 hours per week
Location: Tenants Queensland, 1/87 Wickham Terrace, Spring Hill, Brisbane
Reports to: Business Manager
Accountability: All staff are accountable to the Chief Executive Officer and ultimately to the governance board.
About Tenants Queensland: TQ was established in 1986 and seeks to represent the interests of all Queenslanders who rent their home including those living in marginal tenures such as caravan parks and rooming accommodation. We pride ourselves in providing specialist advisory services to renters, advocating on behalf of them, and securing improvements to Queensland's residential tenancy laws.
Purpose of the Position: Supports the effective and efficient operational and administrative requirements of the TQ organisation.
Position Reviewed: 22.07.2024
Key Accountabilities: <ul style="list-style-type: none">• General office administration supporting the Brisbane and statewide offices.• Reception of visitors to the Wickham Terrace premises and attending to phone calls and answering queries in a professional and courteous manner.• Supporting the logistics of events and meetings including scheduling, catering and ensuring IT support is available where appropriate.• Maintaining the presentation and safety of the reception / office.
Specific Duties <ul style="list-style-type: none">• Maintain a range of organisational databases, including membership• Oversee and assist in all general administrative duties including:<ul style="list-style-type: none">○ Handle correspondence and mailing lists;○ Maintain and update the document management system;○ Prepare documents and correspondence as required;• Purchase stationary supplies.• Ensure the smooth operation of IT and office equipment within the workplace including:<ul style="list-style-type: none">○ Maintaining and updating computer directories;○ Troubleshooting computer and office equipment difficulties;• Provide backup administrative support to the head office staff team.

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- Provide a coordination and leadership role in relation to administration across all TQ offices where appropriate (for example, 'green office' policies, email accounts, library management).
- Assist with HR Administration
 - Advertising on recruitment platforms
 - Coordinate applications

Core Capabilities:

- A commitment to the principles of social justice.
- Ability to work independently and as a member of a team.
- Well-developed interpersonal and communication skills, especially relating to reception duties.
- Ability to organise and prioritise tasks.
- Demonstrated proficiency in computer skills with a broad knowledge of word processing programs (especially MS Office) and database and spreadsheet programs (especially Excel and Access).
- Well-developed organisational skills and knowledge of organisational administrative systems.
- Knowledge of computer hardware, software and other office equipment.
- Ability to relate to people from different cultural and socio-economic backgrounds.

Desirable:

- Driver's license
- Ability to travel if needed

Acknowledgment

I have received, reviewed, and fully understand the position description. I also understand I am responsible for the satisfactory execution of the essential functions described therein.

I further understand future performance evaluations are based on my ability to perform the duties and responsibilities outlined in this position description to the satisfaction of Tenants Queensland Ltd.

I have discussed any questions I may have had about this position description prior to signing this form and am satisfied with the responses.

Employee name (please print) _____

Employee signature _____ Date _____

Manager's name (please print) _____

Manager's signature _____ Date _____