



Williamstown
Community
and Education
Centre Inc

**Joan Kirner House
14 Thompson St
Williamstown
VIC 3016**

POSITION: Receptionist / Administration Officer

EMPLOYER: Williamstown Community and Education Centre Inc (WCEC)

CLASSIFICATION: Administration

SECTOR: Not-for-Profit

LOCATION: Joan Kirner House, 14 Thompson St, Williamstown, Melbourne

APPLICATIONS CLOSE: 3 September 5.00pm

STATUS: Part Time Permanent. 33 - 35 hours per week (Neg). 40 weeks + 4 weeks Annual Leave PA (Centre is closed during school holidays)

AWARD: NHACE Collective Agreement 2016. Level 3.1, \$44,439 PA, Pro Rata (Plus 9.5% Superannuation, annual Level increase up to Level 3.3 and Agreement 3 per cent increase annually to 2019)

HOW TO APPLY:

Applications to be emailed to Mark Brophy, manager@wcec.com.au

Applications to include -

- A current Resume (with three referees)
- A Statement, in dot point, outlining how your experience addresses the 'Skills and Experiences / Selection Criteria' below. Please provide examples

If you have any questions about our Centre, or the position, please call the Finance and Administration Coordinator, Lara Janka on 9397 6168

ORGANISATION DESCRIPTION:

Established in 1974, Williamstown Community and Education Centre has been servicing the Hobsons Bay community for over 43 years.

We are a not-for-profit Community Centre, Neighbourhood House, Registered Training Organisation, Childcare Provider and offer a range of programs and services to our community in Hobsons Bay.

**Joan Kirner House and Spotswood Community House
9397 6168 administration@wcec.com.au TOID: 4640**

The Centre has nearly a 100 members, 22 staff, 22 volunteers, 200 students, 100 children in child care and a variety of programs from counselling services, exercise, yoga and meditation to acting, language and music programs for all ages, cultures and interests, including mature aged, unemployed, disadvantaged, disabled and new arrivals to Australia.

The Centre also has many service contracts with local, State and Federal governments as well as numerous philanthropic organisation to deliver a wide range of programs and services to our community.

We manage two houses - Joan Kirner House in Williamstown and Spotswood Community House, as well as delivering educational programs at Altona North Library and Dulcie Shaw House in Altona North.

POSITION DESCRIPTION:

PURPOSE:

To ensure all enquiries are handled professionally, courteously and with confidentiality, consistent with the philosophy of the Centre. To provide administrative support to management and staff and to ensure all administrative tasks are executed to the highest quality standards.

MISSION AND PHILOSOPHY:

Carry out responsibilities in line with Williamstown Community and Education Centre's vision, mission and value statements as defined in the Strategic Plan 2017 – 2018.

SKILLS AND EXPERIENCE/SELECTION CRITERIA:

- Relevant qualifications and/or significant experience in a customer service role
- Excellent communication skills and an ability to deal with enquiries in a professional, confident and welcoming manner.
- Well-developed understanding and ability to relate with the diverse range of people in our local community.
- Knowledge and / or experience in the not for profit sector
- Familiarity with local community, government departments, referring agencies and networks
- Ability to provide administrative support as directed by the Finance and Administration Coordinator
- Appropriate knowledge, experience and skills to assist administratively with the day to day operations of the Centre
- Excellent organisational skills and ability to prioritise
- Ability to work independently
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Publisher)
- Basic MYOB – data entry experience
- Payment processing experience

KEY TASKS:

- Provide a warm and welcoming atmosphere for all centre users
- Respond promptly and appropriately to all enquiries from the public, including referring individuals to other organisations, support programs, etc
- Answer phones and attend to enquiries in appropriate manner
- Follow the principles of good service – answer telephone promptly, acknowledge all customers promptly, treat customers with respect and courtesy, convey accurate information.
- Set up Open Access computer users, and prepare/set up rooms for programs and facility hire

- Register official (contracts, financials and legal documentation) incoming / outgoing mail and post at end of day
- Check answering machine daily, respond promptly to messages and maintain answering machine greetings throughout the year (i.e. term breaks/centre closures)
- Ensure flyers, brochures, displays are current
- Check 'Administration Inbox' daily and distribute emails to staff as required
- Collect newspaper daily and distribute to tutors and foyer
- Administer childcare Expressions of Interest, Placements, Enrolments, Casual Bookings, maintain enrolment documentation and record payments
- Assist Further Education Coordinator with Education appointments and assessments
- Record education payments
- Liaise with tutors / students
- Take room hire bookings, arrange completion of documentation, record in Room Booking Spreadsheet, ensure Room Booking Spreadsheet is maintained and up to date
- Conduct room hire induction – key, alarm code, entry/exit procedures, expectations and policy
- Records all payments in Cash Receipt Journal
- Process MYOB cash receipt entries
- Assist in the maintenance of Centre electronic files
- Promote the Centre's programs and services to prospective clients
- Suggest ways to engage centre users
- Log Maintenance Requests – Council, suppliers, etc
- Provide administration support to Manager, Finance and Administration Coordinator, Childcare Coordinator and Tutors under the direction of Finance and Administration Coordinator
- Assist in the production of Course Flyers for the Centre
- Maintain office, kitchen and toiletry supplies
- Empty and run dishwasher daily, or as required
- Ensure communal kitchen is tidy and presentable at the end of each day
- In conjunction with other staff keep the centre neat and tidy
- Follow up with overdue payments to Centre
- Set up and coordinate centre functions
- Order and catalogue teacher resources
- Photocopier assistance – staff/centre users
- Manage Centre photographs
- Ensure supplies of occasional care enrolment and information, payment envelopes and with compliment slips are checked regularly and printed off when needed
- Other duties as required

OTHER REQUIREMENTS:

- The successful applicant will need to undergo a Police Check and Working with Children Check
- Although not mandatory, applicants with social media and website administration skills will be looked upon favourably
- Probation period of three months applies