

Position Description

Organisation:	Green Connect
Vision:	A connected community that values people and planet.
Mission:	Reduce waste, grow fair food and provide fair employment for young people and former refugees.
Values:	Earth care. People care. Fair share.
Strategic objectives:	<ol style="list-style-type: none"> 1. Reduce waste to landfill 2. Grow and distribute fair food 3. Create good jobs and employment pathways 4. Engage and connect our community 5. Be a sustainable business
Parent company:	Green Connect is a social enterprise owned and managed by Community Resources Ltd, a national not-for-profit organisation.

Position title:	Administration Coordinator
Purpose:	<p>To coordinate administrative activities for Green Connect to ensure the smooth running of the business, positive interactions with stakeholders, and well-organised information.</p> <p>The Administration Coordinator should be highly organised and able to multitask with ease, with excellent customer service skills and an ability to supervise others.</p> <p>As part of a social enterprise, this role will have a wide and varying scope depending on what is happening within the organisation, and like everyone in the Green Connect team, needs to respond with flexibility, initiative and goodwill.</p>
Reports to:	General Manager
Award level:	Social, Community, Home Care and Disability Services Industry Award Level 2
Hours:	20 per week
Contract duration:	Permanent

Responsibilities:	<ul style="list-style-type: none"> • Represent Green Connect well and work to ensure administration processes run as smoothly as possible • Supervise volunteers, work experience participants and more junior employees who undertake administration work, coordinating the allocation of work and ensuring it is done to a high standard and on time • Take initiative, presenting new ideas for improving Green Connect systems and processes to make life better for our employees, customers, supporters and visitors
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	<ul style="list-style-type: none"> • Welcome visitors warmly and professionally, log them in the visitor book, make them comfortable and assist with what they need • Answer phone calls and check voicemails on a regular basis, ensuring timely delivery of messages to the right people • Process any postal mail and emails to the Enquiries inbox, answering those that you can, and directing the rest to the right people • Ensure the office is clean, tidy, presentable and well-stocked with office supplies and staff amenities (tea, coffee, etc) • Induct new staff members and volunteers into office procedures and get them the resources they need (e.g. keys, stationery, alarm PIN codes) • Keep the office procedures up to date at all times and assist with administration of the Quality Management System • Administer the Green Connect database (in Salesforce) including updating employees', customers' and other contacts' details • Coordinate paperwork for employees and volunteers, ensuring files are complete and accurate, chasing up on any missing or incorrect paperwork and processing timesheets • Process invoices as needed • Be a point of contact for employees and volunteers to ask questions of and get help from for administrative tasks such as how to fill in timesheets or access payslips, where to find documents they need and who to speak to about particular issues • Do filing, photocopying, creating, formatting and updating of documents • Organise suppliers (e.g. for repairs) and solutions (e.g. to IT problems), seeing issues through to resolution • Coordinate site security (including maintaining a key register and administering the alarm system and changing codes) • Undertake projects and tasks for managers and other parts of the business as directed • Work collaboratively with other Green Connect and Community Resources staff, providing assistance where needed
<p>Skills:</p>	<ul style="list-style-type: none"> • Ability to value, respect and work with people from diverse backgrounds • Commitment to the vision and mission of Green Connect and Community Resources • Ability and commitment to act in accordance with the values, policies and procedures of Green Connect and Community Resources • Excellent customer service skills (warm, friendly, professional manner) • Great leadership skills (supervising and coordinating others) • Ability to follow instructions and carry out tasks within the position summary above • Ability to problem-solve, take initiative, and to escalate problems appropriately • Very good Microsoft Word, Excel, Outlook and PowerPoint skills • Good attention to detail • Ability to act independently or collaboratively, depending on the situation • Ability to keep information confidential and to act with discretion <p>Desirable: Website administration skills</p>



PPE Requirements:	<input type="checkbox"/> Steel toe work boots <input type="checkbox"/> High visibility vest <input type="checkbox"/> High visibility long sleeve shirt <input type="checkbox"/> Cut resistant gloves	<input type="checkbox"/> Safety glasses <input type="checkbox"/> Long pants <input type="checkbox"/> Rain jacket <input type="checkbox"/> Hat <input type="checkbox"/> Rain pants
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Employee's name:	
Employee's signature:	
Date:	
Manager's name:	
Manager's signature:	