



## Position Description

TITLE:	Administration Assistant (Reception and Finance)
REPORTS TO:	Finance Manager
DIVISION:	Corporate
DATED:	1 <sup>st</sup> July 2022
AWARD:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)

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## POSITION SUMMARY

The Reception and Finance Assistant is responsible for:

- Coordinating the purchase of consumable and stationery items in accordance with Purchasing and Payment Authorisation procedures.
- Recording and distribution of incoming and outgoing mail on a daily basis.
- Receptionist duties as required including front desk and telephone.
- Liaising with all Corporate Services staff to ensure the smooth operation of the day-to-day office procedures.
- Liaising with general public and service users.
- Invoicing, receipting and banking.
- Assisting with responding to repairs and maintenance requests for all Vivid sites
- Assisting with monitoring and ensuring data integrity within supportability.

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### CORE RESPONSIBILITIES

Responsibilities	Performance Measures
<b>1. Operations</b>	
1.1. Incoming and outgoing mail	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Timely and accurate distribution of incoming mail</li> <li>• Timely and accurate recording of all incoming and outgoing mail</li> <li>• Attendance at the post office to collect incoming mail and send outgoing mail</li> </ul>
1.2. Perform general administrative tasks	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Delivery of administrative support (e.g. typing, filing) through the timely, efficient and effective performance of all administrative duties</li> </ul>
1.3. Front desk and telephone	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Answering all calls in a courteous and welcoming manner within the desired timeframes</li> <li>• Providing effective and satisfying assistance to callers</li> <li>• Transferring calls to the appropriate staff members</li> <li>• Maintaining an orderly and welcoming reception and foyer area for Vivid customers</li> </ul>
1.4. Key Register	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Ensuring the Key Registers, for all Echuca and Kyabram sites, is maintained and at all times up to date</li> </ul>
1.5. Assist with the purchase of consumables and stationery	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Ordering of stores and consumables in accordance with the Purchase and Payment Authorisation Policy</li> <li>• Ensuring consumable and stationary orders are submitted in a timely manner to ensure adequate stocks</li> </ul>
1.6. Manage bookings of Vivid Echuca facilities and assets	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Managing bookings of facilities and assets (such as meeting rooms and buses) in accordance with the Hire or Loan of Resources Form.</li> </ul>

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1.7. Repairs and Maintenance	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>• Assist with regular inspections of buildings and facilities</li> <li>• Assist with arranging regular maintenance of all land, buildings and major plant and equipment</li> <li>• Responding to maintenance requests and taking prompt, appropriate action</li> <li>• Assist with maintenance of the preferred contractor register</li> </ul>
1.8. Provide administrative assistance to the FUNraising Committee	<p>Performance measures will include (but not be limited to) to:</p> <ul style="list-style-type: none"> <li>• Delivery of administrative support to the FUNraising Committee through the timely, efficient and effective performance of all administrative duties</li> </ul>
1.9. OHS & Safety	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>• Completing the fortnightly OHS Checklist</li> <li>• Ensuring completion of the monthly OHS Summary Reports</li> <li>• Scheduling and performing evacuation drills</li> </ul>
1.10. Supportability	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> <li>• Ensuring data integrity is maintained with the accurate and timely recording of client absence funding adjustments.</li> <li>• Contributing to the maintenance of client and funding information in SupportAbility</li> <li>• Assisting to update client support ratios</li> <li>• Download and check kilometres and allocations report for all Vivid sites.</li> </ul>
1.11. Take appropriate action in relation incidents, issues, concerns, compliments and complaints	<p>Performance measures will include (but not be limited to) responsibility for:</p> <ul style="list-style-type: none"> <li>• Identification and referral to the appropriate manager of incidents and complaints in a timely manner</li> <li>• Thorough and detailed documenting of incidents and complaints</li> </ul>

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1.12. Documentation	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Responsibility of ensuring that all documentation is presented in a manner supporting and enhancing the professional image of Vivid</li> <li>• Liaising with the Marketing Manager to ensure that all documentation is consistent with Vivid’s Style Guide</li> </ul>
1.13. Other duties as directed	
<b>2. Finance</b>	
2.1. Financial procedures	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Responsibility for the maintenance of accurate records of all monies kept on site</li> <li>• Responsibility to ensure all monies are stored securely and locked in the site safe</li> <li>• Responsibility for the compliance with financial procedures including (but not limited to) purchasing and payment authorisations, petty cash, reporting and other accountability procedures</li> <li>• Monitoring the tracking and provision of cash advances for excursion expenditure against approved costings.</li> <li>• Providing support to accounts receivable/payable as required</li> </ul>
2.2. Financial Reporting	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Processing of internal allocations between Vivid departments</li> <li>• Internal allocations of payroll splits</li> </ul>
2.3. Invoicing	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>• Ensuring accurate and timely invoicing of – Quarterly activity fees</li> <li>• NDIS Support Coordination Invoices</li> <li>• Assisting with the processing of NDIS customers invoices and payments when required to cover staff absences.</li> </ul>

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2.4. Client Petty Cash	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Ensuring accurate and timely processing of client petty cash</li> <li>Coordinating the reimbursement of Client Petty Cash floats</li> </ul>
2.5. Receipt cash, cheques and EFT payments	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Responsibility for the accurate receipting of cash, cheque and EFT payments</li> </ul>
2.6. Banking	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Preparing of all monies and cheques for banking</li> <li>Conducting banking transactions in branch as required</li> </ul>
2.7. Other duties as directed	
<b>3. Customers</b>	
3.1. Strengthening relationships with Vivid’s clients, parents and carers	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Building, and maintaining, strong relationships with clients, parents, and carers</li> <li>Assisting to ensure that the principles of Human Centred Design are embedded in all interactions with Clients, parents and carers</li> </ul>
3.2. Complaints and compliments	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Responsibility to take appropriate action in relation to any complaints and compliments including the timely referral of the complaint or compliment to the CEO</li> <li>Thorough and detailed documenting of all actions</li> </ul>
3.3. Other duties as directed	
<b>4. People</b>	
4.1. Strengthening relationships with Vivid staff	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> <li>Liaising with all Corporate Services staff to ensure the smooth operation of the day-to-day office procedures</li> </ul>

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4.2. Change management	Performance measures will include (but not be limited to): <ul style="list-style-type: none"><li>• Assisting in creating a culture amongst Vivid staff in which they are excited by, and embrace change</li><li>• Assisting in building the brand to have cohesion between employees' values and those of the organisation - our staff must live, breathe and believe in the values of Vivid</li></ul>
4.3. Other duties as directed	

### ADDITIONAL RESPONSIBILITIES

As directed by the CEO or Finance Manager.

### ACCOUNTABILITIES

Refer to the Accountabilities published on Vivid's website.

### ORGANISATIONAL RELATIONSHIPS

**Reports to:** Finance Manager

**Supervises:** Nil

**Internal liaisons:** All Vivid staff and volunteers

**External liaisons:** Vivid's clients, parents, carers and families; business operators and the broader community; other disability services providers; State and Federal Government departments and regulatory authorities.

### ESSENTIAL ATTRIBUTES

#### Judgement and Decision Making

The position will require the use of initiative in developing approaches and resolving issues.

#### Specialist Skills and Knowledge

A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

Understanding of the requirements of relevant legislation including the Victorian Charter of Human Rights and Responsibilities, the Privacy Act and the Occupational Health and Safety Act.

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### **Management and Leadership Skills**

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability to be proactive and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Well-developed computer skills with a preference for the ability to utilise all Microsoft Office programs.

### **Interpersonal Skills**

Ability to establish rapport with other members of the Vivid team and contribute to the development of a proactive visionary work culture in the organisation.

Highly developed written and oral communication skills.

### **Licences and registrations**

A current police check, and current Working with Children's Check (if applicable).

A current Australian driver's licence.

### **Desirable**

Experience in working with people with a disability.

A current unrestricted Australian Driver's licence.

### **Additional information**

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.