



# POSITION DESCRIPTION

## OFFICE COORDINATOR

<b>Position:</b>	Office Coordinator
<b>Department:</b>	Operations
<b>Time Fraction:</b>	Full Time
<b>Reports To:</b>	General Manager (GM)
<b>Responsible for staff:</b>	Nil
<b>Level:</b>	SCHADS Level 1
<b>Position Tenure:</b>	Permanent
<b>Date of Review:</b>	June 2018

### Role Summary

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The Office Coordinator provides high level customer service as the first point of contact, both in person and over the phone, for all visitors. In addition, the Office Coordinator provides quality administrative support to the Operations department. The Office Coordinator has intermediate technical skills, proactively contributes to the team environment and has the ability to juggle multiple, conflicting tasks.

### Experience

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- Previous experience in reception and administration;
- Intermediate MS Office skills, in particular Word and Outlook;
- Strong communication skills, both written and verbal;
- Proven experience organising and prioritising multiple tasks;
- Proven experience in proactively dealing with issues that may arise;
- Experience working both autonomously and within a team environment; and
- Experience working within an operations and/or IT department (preferable).

### Skills & Knowledge

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- **Communicates with influence** - Communicate clearly, actively listen to others and respond with respect.
- **Relationship management** – Collaborates, cultivates and facilitates productive internal and external working relationships to influence outcomes for the benefit of KUC.
- **Service orientation** – Delivery and quality of service, both internal and external.
- **Plan and prioritise** – Plan to achieve priority outcomes and respond flexibly to changing circumstances.
- **Evaluate and Improve** – Evaluates processes or programs to drive continuous improvement.

## Key Responsibility Areas (KRAs)

KRA	Weight	Performance Metrics
<b>1. Reception</b>		
<ul style="list-style-type: none"> <li>• Serve visitors by greeting, welcoming, directing and announcing them appropriately.</li> <li>• Answer, screen and forward incoming phone calls, providing basic information where required.</li> <li>• Receive and sort daily mail, deliveries and/or couriers.</li> <li>• Receive and sort all incoming email/fax enquiries from the general KUC email.</li> <li>• Ensure the front-of-house is kept clean and well maintained at all times.</li> <li>• Coordinate meeting rooms and arrange any applicable catering.</li> <li>• Coordinate in-house meetings, including formal meetings, informal meetings and celebrations.</li> <li>• Maintain the stock levels for stationery, kitchen and other office supplies.</li> </ul>	30%	<ul style="list-style-type: none"> <li>• Visitors feel welcome and are attended to promptly.</li> <li>• Calls are answered in a timely manner and are directed appropriately.</li> <li>• Messages are conveyed accurately.</li> <li>• Aware of staff and visitors coming/leaving the office</li> <li>• Couriers/mail sent/delivered on time.</li> <li>• Emails/faxes are promptly distributed.</li> <li>• Meeting rooms are kept clean and tidy.</li> <li>• Meetings coordinated and catered for.</li> <li>• Supplies are sourced without disruption to workflow or staff.</li> <li>• Photocopiers and other office equipment is always in clean, working order.</li> </ul>
<b>2. Operations</b>		
<ul style="list-style-type: none"> <li>• Maintain all process and procedure manuals including Administration, Operations, and IT.</li> <li>• First point of escalation regarding IT for all internal staff and contractors.</li> <li>• First point of contact for office maintenance issues.</li> <li>• Planning and implementing office systems, layouts and equipment procurement.</li> <li>• Office equipment maintenance.</li> <li>• Maintain the stock levels for stationery, kitchen and other office supplies.</li> <li>• Maintenance of the electronic files within the Operations drive.</li> <li>• Coordinate training for all internal staff.</li> <li>• Induct new starters.</li> <li>• Ensure all authorised persons and login details are kept up to date for all Operations/Finance subscriptions.</li> </ul>	35%	<ul style="list-style-type: none"> <li>• Process &amp; Procedure manuals to be kept up-to-date always.</li> <li>• IT escalations resolved within a timely manner.</li> <li>• Supplies are sourced without disruption to workflow or staff.</li> <li>• New systems implemented with minimal disruption to staff.</li> <li>• Photocopiers and other office equipment is always in clean, working order.</li> <li>• Training requirements sourced and booked within required timeframes.</li> <li>• Key dates for Operations &amp; Finance departments clearly broken down and known well in advance.</li> </ul>

KRA	Weight	Performance Metrics
<b>3. Donate Your Car (DYC) relief</b>		
<ul style="list-style-type: none"> <li>Assist the overflow of enquiries for DYC, including processing new donation forms, ensuring accuracy of content and critical information is clearly documented.</li> <li>Correspondence with auction partners Manheim in relation to bookings, quotes and collection issues.</li> </ul>	5%	<ul style="list-style-type: none"> <li>Ensuring all new enquiries are actioned in a timely manner</li> <li>Accuracy of data input and formatting</li> <li>Ensure all external communications, queries and complaints receive an appropriate and timely response.</li> </ul>
<b>4. WH&amp;S</b>		
<ul style="list-style-type: none"> <li>Conduct monthly WH&amp;S office checks.</li> <li>Undertake WH&amp;S project tasks as directed by the GM.</li> <li>Maintain Material Safety Data Sheets (MSDS).</li> <li>Maintain WH&amp;S Risk and Incident Registers.</li> <li>Ensure Ergonomic assessments are conducted.</li> <li>Responsible for implementation of WH&amp;S program.</li> <li>Coordinate WH&amp;S audit biennially</li> </ul>	10%	<ul style="list-style-type: none"> <li>WH&amp;S risk and incident registers keep up-to-date always.</li> <li>MSDS regularly updated.</li> <li>WH&amp;S checks completed on-time and any hazards/risks reported to management.</li> <li>Implementation of health &amp; wellness program for staff.</li> <li>VECCI to conduct OH&amp;S audit biennially.</li> <li>Complete Office Safety Training.</li> </ul>
<b>5. General Administration</b>		
<ul style="list-style-type: none"> <li>Provide administrative support to the GM and CEO.</li> <li>Assist with ad-hoc projects.</li> </ul>	20%	<ul style="list-style-type: none"> <li>Support provided within a reasonable time-frame as negotiated per task.</li> </ul>

### Behavioural Competencies

- Work together
- Respect others
- Don't judge
- Be understanding
- Find a way
- Be positive
- Be ethical
- Lead by example
- Show dedication
- Advocate for the cause

## Authorisation

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I have read, understood and accepted this position description as the basis of this role.

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Employee

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Manager

Kids Under Cover reserves the right to review and amend this document at its discretion.