

## Position Description

<b>Position:</b>	Administration Officer	<b>Position No:</b>	AP684
<b>Department:</b>	Cabin Crew		
<b>Reports to:</b>	Leader Cabin Crew		
<b>Supervises:</b>	Nil		
<b>Engagement:</b>	Permanent Part-Time		
<b>Level:</b>	Level 3 Clerical Officer/Retail Employee Level 6 – General Retail Industry Award 2010		
<b>Version control:</b>	Version 1 (V1) – Revised 15 September, 2014		

## Organisational values and behaviours

<b>We are Unique</b>	Be open to new ideas and opportunities, challenge accepted practices and seek out better ways of doing things.
<b>We are Flexible</b>	Operate as an effective team member by working together positively to achieve efficiency and support other team members in overcoming problems and developing solutions.
<b>We are Connected</b>	Be professional, polite and courteous in all methods of communication. Display honesty, sincerity and respect when communicating internally and with external clients.
<b>We are Experts</b>	Be knowledgeable in all aspects of job role; display integrity by being honest and trustworthy, transparent and accountable for own actions and decisions.
<b>We are Responsible</b>	Work in accordance with the all relevant legislation and workplace policies and procedures relating to the employment contract.

# Position Statement

The role of the Administration Officer is to provide day-to-day general administration support to the various departments of Plan2go.

The role will:

- provide a high standard of service in response to queries by Plan2go staff
- provide administrative, clerical and secretarial services to the Leader Cabin Crew.

## Responsibilities

### ACCOUNTS PAYABLE

- Undertake a range of administration tasks including:
  - destination
  - coordinating equipment and resource orders
  - distributing mail
  - preparing purchase orders and invoices
  - receipting items
  - managing and tracking records
  - maintaining asset registers
  - coordinating travel arrangements
- Assist Leader Cabin Crew with:
  - typing of reports
  - management of organisational files and record systems
  - management of organisational compliance and quality assurance
- Provide general administrative support to other Departments as directed by the Leader Cabin Crew

### CUSTOMER SERVICE

- Provide efficient and effective customer service to internal customers
- Keep internal customers informed of work progress
- Advise internal customers of any work related issues or concerns
- Direct telephone calls to the appropriate person/location in a timely manner
- Provide accurate information to internal customers in relation to general inquiries



## COMMUNICATION

- Ensure directions and requests given by various supervisor or managers are clearly understood clarify if unsure
- Communicate ideas for improvements to the Leader Cabin Crew
- Attend team meetings when directed

## TEAM WORK

- Contribute to the innovative culture of the workplace
- Support team members
- Respect the diversity of team members
- Support new initiatives and approaches

## WORK, HEALTH AND SAFETY

- Comply with all WHS legislation WHS Policy and Procedures
- Work in a safe manner, applying a duty of care

## OTHER

- Other duties as required

# Selection criteria

## ESSENTIAL SELECTION CRITERIA

- Certificate III Business Administration
- Demonstrated customer service skills
- Proven ability to work in a team
- Proven written and oral communication skills
- Ability to use Microsoft Office applications – Word, Excel, Access
- Computer skills with ability to key 50 words per minute

## DESIRABLE SELECTION CRITERIA

- Knowledge of the travel industry
- Experience in maintaining basic financial records



## Acceptance

I acknowledge as the incumbent of this position, that I agree to display the organisational value and behaviours and work in accordance with the key responsibilities of the role detailed in this position description.

<b>Name incumbent:</b>	[Name]
<b>Signature of incumbent:</b>	
<b>Date:</b>	<a href="#">Click here to enter the date.</a>
<b>Signature of manager:</b>	
<b>Date:</b>	<a href="#">Click here to enter the date.</a>