

Position Description & Application Package



Job Title:	Admin/ Office Manager	Job Category:	Admin Support
Department/Group:	Admin	Job Code/ Req#:	OM09
Location:	Emerald	Travel Required:	Limited
Level/Salary Range:	Negotiated based on skills and experience	Position Type:	Full time
HR Contact:	Liam MacKay	Date posted:	11/6/09
Will Train Applicant(s):	Induction	Posting Expires:	18/6/09
External posting URL:	www.sitesupport.com.au		
Internal posting URL:	NA		
Applications Accepted By:			
E-MAIL: jobs@sitesupport.com.au Subject Line: Re: Position OM09 Application documents to be attached	MAIL: Attention HR Manager SiteSupport Pty Ltd PO BOX 426 Emerald QLD, 4720	IN PERSON: 23 Clermont Street Emerald. Just up from Red Rooster	
Job Description			
<p>GENERAL DESCRIPTION</p> <p>This position requires great responsibility, confidence and maturity! To be successful you must have a proven administration background, ideally in the IT industry. In addition, you must have a professional manner, advanced MS Office, immaculate presentation and charming interpersonal skills.</p> <p>In this role you will be responsible for the day to day running of the busy front office as well as managing our technical workshop and staff. You will be reporting directly to the company directors.</p> <p>You will require outstanding communication skills both written and verbal, have a strong sense of initiative with the ability to manage yourself effectively, be able to work effectively under pressure.</p> <p>You will ideally have a minimum of 2 years reception/administration experience, a stable career history and a flexible attitude. You must be motivated and proactive. You enjoy working within a dynamic fast paced environment. This is a great opportunity to make this role your own!</p> <p>Learn new skills and reap the benefits of working with a friendly, tight-knit, stable team where your opinion is valued and the opportunities are endless.</p>			

Position Description & Application Package



ROLE AND RESPONSIBILITIES

The Administration Assistant/Office Manager role at SiteSupport is suited to a motivated and dynamic individual with a strong focus on team work and customer service. Within this extremely busy and varied role, you will look after all aspects of reception and administration including:

Key Duties

- Reception duties (greeting clients, taking phone calls, collecting mail and banking)
- Booking in new jobs for the technical team via phone or in store
- Invoicing and accounts management in Quickbooks
- Warranty claims
- Receiving freight, organizing pickups and stock management
- Managing workflow and job scheduling for technical staff
- Serving Internet Café Customers
- Quoting
- Basic technical support for phone clients
- Managing domain and hosting renewals and signups
- Assisting Internet signup customers
- Developing and documenting procedures and systems
- Personal Assistant tasks for the Director

QUALIFICATIONS AND EDUCATION REQUIREMENTS

While no qualifications are expressly required for this situation, applicants with recent qualifications in any of these areas may be more highly considered:

- Administration
- Business
- Customer Service
- Information Technology

PREFERRED SKILLS

- Medium to advanced Microsoft Office
- Competent in QuickBooks/MYOB
- Confident with general use of computers
- Basic accounting/bookkeeping knowledge

Position Description & Application Package



AS A PERSON WE LOOK FOR

- Professional manner
- Immaculate presentation
- High level of verbal and written communication skills
- Committed team player
- Fast learner with lots of initiative
- Able to work under pressure
- Able to work unsupervised and show initiative

ADDITIONAL REQUIREMENTS

- Open license and own vehicle
- Personal and professional reference (2 of each) are required

Reviewed By:	LM	Date:	6/12/2009
Approved By:	LM/MM	Date:	6/12/2009
Last Updated By:	LM	Date/Time:	6/12/2009

Position Description & Application Package



APPLYING FOR THIS POSITION

To apply for this position please follow the steps below. Applications received that do not comply with this procedure will not be considered:

1. Review the position description provided in this document
2. Provide a response to the selection criteria provided below
3. Return your responses to our office along with
 - a. A covering letter
 - b. Your resume
 - c. A list of personal and professional referees
 - d. Any supporting documents such as references, qualifications and work samples you may like to include
4. All applicants will receive a letter of acknowledgement
5. Shortlisted applicants will be contacted in the week beginning June 22nd for an interview

SELECTION CRITERIA

SC1

Describe a time when you worked as part of an office team or supervised an office team and achieved a goal or objective. Tell us about the role that you played, what the task was and how you achieved the objective.

SC2

You will be required to spend a lot of time using Microsoft Word, Excel, other Microsoft programs and Quickbooks. Outline what particular skills you have in the Office programs and what sort of documents you could create for us. Tell us about your experience with QuickBooks

SC3

By providing examples, demonstrate that you can adapt to a wide variety of people, situations and environments.

SC4

Tell us about a previous administration position that you may have held. What were your responsibilities? How would your experience in this position be of benefit to us?

SC5

What is your understanding of what SiteSupport does? Describe the role that you think this position plays as part of the company.