

## Position Description

<b>Position Title</b>	Office Administrator
<b>Department / Branch</b>	Finance
<b>Supervisory responsibilities</b>	Nil
<b>Classification</b>	Banking, Finance & Insurance Award
<b>Effective date</b>	December 2024

### **Objective of the Role**

This role is responsible for supporting the efficient operations of the Credit Union SA Corporate Office and Branch. This includes a variety of administrative and clerical duties necessary to run the organisation seamlessly including the coordination of office activities, facilities and day to day operational needs.

### **General Responsibilities of Role**

The responsibilities of this role include but are not limited to:

- Overseeing the daily operations of the office, including maintaining office supplies, managing facilities services and inspection visits, and ensuring operational efficiency.
- Acting as the primary point of contact for internal and external clients, providing high-level customer service, including reception duties.
- Upkeep and upkeep of Board Room facilities as required.
- Assist in the preparation of regularly scheduled reports and ensure the timely processing of invoices and receipts.
- Organising company events, meetings, and conferences, including travel arrangements, ensuring all logistical details are managed effectively.
- Ensure the office environment is well-maintained, safe, and conducive to productivity.
- Arranging catering for meetings and events as required
- Overseeing office operations and ensuring efficient administrative and visitor processes
- Providing general business support, ensuring that all administrative tasks are executed efficiently.
- Demonstrating a team approach to supporting initiatives and process improvement.
- Working collaboratively and contribute to building a supportive and high-performance environment.

### **Other Job-Related Information**

This role requires the ability to work both autonomously and collaboratively and as well as develop and maintain positive relationships with all internal and external stakeholders.

### **Key Selection Criteria**

#### **Essential:**

- Demonstrated professionalism and business ethics to promote the values of Credit Union SA, both internally and externally.
- Proven experience as an Office Manager or Administrative Assistant.
- Excellent organisational, time management and multitasking abilities.
- Strong communication and interpersonal skills.
- Proficiency in MS Office (MS Excel and MS Outlook, in particular).
- Attention to detail and problem-solving skills.
- Proficiency in Microsoft Office Suite.
- Strong organisational and planning skills.
- Excellent verbal and written communication abilities.

#### **Desirable:**

- Experience in Financial Services or Retail companies.