

AUSTRALIAN EMPLOYMENT COVENANT

Administration and Support

General Overview

Administration and administration support services play an integral part in all businesses. Without their support a company can suffer greatly. Working in administration would suit someone who enjoys working with others, who can take instruction from others, and who is happy to assist with general office duties.

Administration and support services are required in nearly every company regardless of the purpose of the business, therefore the sky is your limit when it comes to selecting an industry. Administration positions are available in full time, part time and casual hours. It is not uncommon for people to job share and work two or three days a week if your circumstances don't allow you to work full time.

So what sort of person do you need to be to work in this industry? As an administrative assistant or administrative support it is not uncommon for you to be the first point of contact for a business. Therefore you have an incredibly important role to play which will require you to be:

- ✓ Punctual - the company may require you to open the business for the day and be ready to take incoming calls from start of business
- ✓ Well groomed – as first point of contact it is important that you are neat and tidy and well presented at all times. Take pride in personal presentation
- ✓ Well mannered – you must endeavor to be polite and professional at all times as you are the face of the business
- ✓ Be able to take instructions from seniors
- ✓ Be professional

The Jobs

There are a variety of positions available within Administration and Administration Support Services with something to suit most people. Jobs include:

Receptionist – A receptionist can be described as the officer of first impressions which means that you are the face of the company. First impressions last therefore it is vital that you are well groomed and professional at all times. As a Receptionist it is your responsibility to greet clients and visitors, answer incoming calls and direct to the appropriate person or screen the call, take messages and maintain a tidy reception area.

Administration Assistant – An Administration Assistant is there to support whatever department they are assigned or in the smaller companies assist the entire office in all administrative duties. Duties may include filing, data entry, maintaining the office and filling in for reception or dispatch when away or on breaks. This role can vary between companies.

Dispatch Officer – A Dispatcher Officer is responsible for the receiving and dispatching of goods. You will be responsible for delegating mail to the addressee within the company, greeting and organising couriers and at times ordering goods such as stationary. You may also need to assist with general administrative duties and occasionally fill in on the reception desk. This role can be physically demanding at times.

Switchboard Operator – Not all companies require a Switch Board Operator however there are a number of major organisations which have a large volume of incoming calls. It is the job of the switchboard operator to place calls through to the appropriate person or department.

Industry Requirements

- Most fulltime roles will be Monday to Friday however there are also may part time roles available
- Presentation is vital as you are often the “face” of the company
- Be proactive and use your initiative



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Suite 5, 202 Hampden Road, Nedlands WA 6009 P: +61 6460 4949

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AUSTRALIAN EMPLOYMENT COVENANT

Participant Details

Name:

Address:

Contact Number 1:

Contact Number 2:

Job Seeker ID:

Job Network Provider:

Case Manager Name:

Phone Number:

Mobile Number:

Email:

Training Details

Dates:

Training Provider:

Training Location:

Trainer Name:

Uniform Requirements:

Meals Required:

Other Requirements:

Minimum Requirements Checklist

- Do you take pride in your personal presentation?
- Are you a neat and organised person?
- Do you enjoy working with a lot of different people?
- Do you feel comfortable meeting and greeting new people?
- You may be sitting at a desk most of the day. Is this the type of job you are looking for?
- Do you enjoy working in a fast paced, team environment?
- Are you interested in learning more about customer service and working with a variety of people?
- Are you interested in learning more about IT systems such as computers and phone systems?
- You must have basic numeracy and literacy to participate in this industry.

Signatures

Participant Name:

Participant Signature:

Case Manager Name:

Case Manager Signature:



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