

Position Description

Position Title	Administration Trainee
Position Reports to	Senior Accountant
Position Supervises	Not Applicable
Location	29 Learmonth St, Alfredton, Victoria
Employment Type	Permanent, Full-time
Last Updated	December 2018

Why are we here?

Purpose: We work with people who have disabilities, to create a life that works for them.

Vision: Recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

How do we do this?

By living the expected behaviour:

Value EQUITY

Demand ACCOUNTABILITY

Maintain RESPECT

Ensure INTEGRITY

Seek COLLABORATION

Practice EXCELLENCE

What is your purpose?

The Administration Trainee will undertake routine administration activities to support McCallum in the Finance and Administration team. The position will deliver tasks by applying the standards and procedures as set out by the Senior Accountant. The clerical and support role will entail reception duties along with office administration tasks.

How do you achieve this? (Responsibilities)

- Build effective relationships with the Finance and Administration team as well as the Executive team.
- Provide excellent customer service to McCallum's clients, including their friends and family.
- Provide clerical support to the Finance and Administration team.
- Provide administrative support, where required to the Executive team.
- Provide reception duties including, telephone support.
- Follow the standard processes and procedures as set out by the Senior Accountant to deliver tasks such as standard data entry, filing, ordering of goods and services, reconciliations etc.

What does success look like?

You will:

- Be an effective contributor to the Finance and Administration team.
- Take direction from other team members and learn from their skills and abilities.
- Undertake routine activities by following McCallum's standard processes and procedures.
- Make suggestions for improvements of McCallum's standard processes and procedures, these suggestions will be assessed and implemented if deemed acceptable.
- Successfully complete training requirements as set out by McCallum Disability Services, {Cert III in Business Administration}

Key Selection Criteria

Essential

- Show an understanding of what customer service looks like and how that would be applied to McCallum's key stakeholders.
- Demonstrate a basic knowledge of administrative practices and procedures relevant to McCallum.
- Demonstrate basic numeracy, written and verbal communication skills.
- Willingness to complete further education to improve knowledge, skills and abilities in the area of Finance and Business Administration.

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____