



## **JOB DESCRIPTION**

<b>TITLE:</b>	<b>Business Administration Trainee (level III)</b>
<b>VOCATIONAL AREA</b>	Business Administration
<b>EMPLOYMENT CONDITIONS:</b>	12 month Traineeship position
<b>LOCATION</b>	Woodridge
<b>HOURS OF WORK:</b>	Full-time: 38 hrs/week 9.00 am to 5.00 pm Monday to Friday
<b>RESPONSIBLE TO:</b>	Administration Team Leader

### **About the employer**

ACCES Services Inc is a community based non-profit organisation that has been delivering a range of community development, training, employment and welfare-related programs within Logan, Beenleigh, North Gold Coast and neighboring suburbs of Brisbane for nearly 20 years. The organisation commits to the creation of community coherence through the development of needs-based services and establishment of collaborative service deliveries with relevant service providers.

ACCES Services Inc has a strong commitment to social justice with a specific aim to ensure that all the needs of the clients are met through fostering and enhancing opportunities for all individuals to reach their potential in Australia. This commitment is adopted by a team of multi-disciplinary staff.

Our Mission Statement is: ACCES Services Inc, a community-based organisation, seeks to enhance the quality of life in the Logan community, by providing a range of quality services and support for disadvantaged and vulnerable individuals and groups.

*Our Motto: "People helping people"*

### **Overview of Position**

The trainee will assist in the administration area, providing a valuable link for ACCES Services Inc clients to link with community resources and services, improving access for our clients and groups

Additionally the trainee will also assist key staff with the construction, data collection and integration of the organisation database, developing skills in data management and electronic report writing

## **DUTIES/RESPONSIBILITIES:**

### **General Administration:**

- Answer incoming telephone calls and take/forward messages
- Distribution, transmission and filing of incoming and outgoing faxes
- Filing, archiving and maintenance of ACCES Services INC records
- Understanding and competency in basic data entry functions
- Daily Incoming/Outgoing mail, and bulk Mail Outs
- Assist in compiling reports on project activities
- Correspondence, Photocopying
- General assistance as required
- Assist in the continual improvement of ACCES Services INC systems and processes

### **Data base Support:**

- Internal and external data collection
- data entry
- managing electronic databases
- generating database reports as required

## **PERSON SPECIFICATION**

- *Satisfactory Australian Federal Police Criminal Record Check must be undertaken prior to employment*
- Ability to work co-operatively and effectively in a team environment
- Ability to work with people from diverse cultures.
- Quick and willing learner
- Professional telephone manner
- Respect for confidentiality and privacy of client information and files
- Sound computer skills (Microsoft suite)
- Ability to work under minimal supervision and adhere to routine tasks till completed to required standard.
- Sound literacy and communication skills
- Friendly, honest and reliable
- Patient with a sense of humor.
- Recent school leavers and people from a non English speaking background are encouraged to apply.

## **CONFIDENTIALITY**

All material and information is to be deemed to be of a confidential nature and any breach of this confidentiality shall be a breach of the employment contract, and will lead to termination of employment. The precise nature of confidential information is contained in the "Confidential Information" Agreement.

## **QUALITY SYSTEM AND OBJECTIVES**

All duties are to be carried out in compliance with ACCES Services INC established Policies and Procedures in order to maintain and improve the quality of the services the organisation provides. Our policies and standards are available in the Policies and Procedures manual.

## SELECTION CRITERIA

As this is a Queensland Government funded position, the twelve (12) month full time traineeship is only offered to applicants from the following categories:

- Young people 15 – 24 years
- Aboriginal & Torres Strait Islanders
- Australian South Sea Islanders
- Long term unemployed (12 months or more)
- Women re-entering the work force
- Over 45 years of age
- Non-English speaking background
- People with a disability
- NO QUALIFICATION HIGHER THAN CERTIFICATE II

An application for this position must address each of the selection criteria listed below. It should also contain the names, addresses and contact numbers of two referees, who may be contacted with respect to this application.

Short listing and selection will be based upon your responses to these selection criteria.

SC1 Demonstrated experience and/or interest in business administration preferably in community related field

SC2 A high level of Computer literacy, preferably Windows platform and MS office suite

SC3 Demonstrated interpersonal and written communication skills, including the ability to liaise and negotiate with a variety of clients and the ability to assist in the writing of letters and reports

SC4 The ability to actively participate in and effectively contribute to a team environment within an organisation that values employment equity, anti-discrimination and ethical behaviour

Please deliver **two** hard copies of your application via post or email to ACCES Services INC by **22<sup>nd</sup> January 2007**

Postal Address:

**ACCES Services INC**  
**Po Box 10,**  
**Woodridge Q 4114**

**Email:** [accessinc@accessservicesinc.org.au](mailto:accessinc@accessservicesinc.org.au)

For further information contact Gillian Hanson on (07) 3808 9299

**Newspaper advertisement.**

ACCES Services Inc is seeking an Administration trainee. This full time position requires good computer skills, good speaking manner and the ability to work within a diverse team. Recent school leavers and people from a non English speaking background are encouraged to apply. Phone or email for application package, 38039299 or [accessinc@accessservicesinc.org.au](mailto:accessinc@accessservicesinc.org.au)  
Applications close COB 22/01/07