

## POSITION DESCRIPTION

### Administration Officer

**Reports to:** Principal Lawyer  
**Hours:** 26.6 hours/week (3.5 days/week)  
**Period:** to 30 June 2019  
**Salary:** \$51,000-54,000 pro rata pro rata, SCHADS Level 2  
(Salary packaging available to add approx. \$8,000 to salary value)

#### Role purpose

The Administration Officer (Reception) manages the IMCL reception (with the support of volunteer law students). This role also includes ensuring that IMCL's first point of contact for clients and stakeholders is highly professional and respectful; appointments are appropriately made according to intake guidelines; all correspondence is dealt with; and existing clients are proactively assisted with reference to their existing legal matters and files.

#### Key responsibilities

- Manage incoming calls; make client appointments and co-ordinate day to day operations of the IMCL reception.
- Ensure all client appointments are made according to IMCL in-take policies, assess eligibility, check for conflicts, record appropriate information, provide correct information and send follow-up confirmations.
- Welcome clients and refer people to appropriate services when necessary.
- Maintain records of client interactions, including information provision, referrals, intake and triage.
- Manage and action IMCL incoming and outgoing mail, faxes, emails and messages.
- Support the IMCL e-filing system by ensuring all records are kept electronically.
- Enter client data into client database and assist with file opening.
- Support volunteer law students working on reception.
- Perform other duties as directed and necessary to the proper performance of the role.

*This job description outlines the current duties and responsibilities of the position. These will be reviewed on a regular basis with the position holder and are subject to change according to the needs and priorities of IMCL.*

### **Selection Criteria: IMCL Administrative Officer**

#### **Essential**

1. Experience in administration, reception or related work (experience in a legal practice or community organisation is highly desirable).
2. Demonstrated commitment to helping people experiencing disadvantage and vulnerability.
3. Very good verbal and written communication skills.
4. Excellent attention to detail.
5. Highly organised with an ability to manage competing priorities and tasks.
6. High level of computer proficiency, in particular Microsoft Office, as well as the capacity to learn other specific applications.

Applications must be submitted using our online form [here](#). Applications close 9.00am, Thursday 12 July 2018. Enquiries to Peta Hodgson, [peta.hodgson@imcl.org.au](mailto:peta.hodgson@imcl.org.au). Shortlisted applicants must be available for an interview in the week of 16 July 2018.