# Position Description

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| **Position title** | Administration Assistant (Reception)**,** NILS Network of Tasmania |
| **Hours** | 52 hours per fortnight (Monday, Tuesday, Thursday, Friday – 6. 5 hours per day) |
| **Reports to** | NILS Operations Manager |
| **Tenure** | This position is dependent on state and federal government funding.   |
| **Location** | NILS Office  |
| **Contract Rate** | Social, Community, Home Care and Disability Services Industry Award 2010, Level 3.Salary Packaging Available  |

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| The NILS Network of Tasmania |
| The NILS Network is Community Lending for Tasmanians. NILS aims to improve the standard of living of people on low incomes by providing them with loans for essentials such as household items, educational items, car maintenance, medical and dental services and micro-business.**Our Mission:** To improve the standard of living for Tasmanians on low incomes by providing:* Affordable finance for essential goods and services
* Affordable finance for micro-business development
* Access to financial literacy support and information

**Values:** * Value and respect our clients and partners
* Build positive, long term relationships
* Behave with integrity and act ethically
* Lend responsibly and foster responsibility in our clients
* Appreciate innovation
* Take stewardship of our resources seriously
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| **Position Summary** |
| The Administration Assistant (Reception) is the first point of contact for NILS clients and Delivery Partners. The position requires initial screening of client eligibility and client intake, provision of information kits to clients and preliminary screening of received applications. The Administration Assistant (Reception) is required to be able to quickly and accurately assess the client’s needs and respond accordingly. Routine tasks include updating the enquiries data base, supplying relevant information to clients, assisting other staff as directed by the Operations Manager. |

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| **Key Tasks** |
| * Provide an effective and respectful first point of contact for clients
* Manage initial client enquiries including forwarding information kits and updating databases.
* Complete initial screening of applications.
* Accurately complete the import of Web based enquiries and applications to the client database.
* Respond to general enquiries from clients and Delivery Partners.
* Monitor and manage ordering of routine office stationery.
* Provide an informed referral service to clients where appropriate.
* Provide general administrative support to NILS staff.
* Other duties as required.
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| **Key Performance Indicators**  |
| 1. Clients feedback indicates a respectful and positive experience of their intial contact through reception.
2. Client enquiry database (PEDRO) is accurately maintained.
3. Applications received for processing are eligible, up-to-date and complete.
4. Attend staff and program area meetings as required.
5. Participate in regular supervision and training sessions with NILS Operations Manager.
6. Ineligible clients are referred appropriately to other services.
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| **Key Selection Criteria** |
| 1. Demonstrated ability to relate to clients positively and respectfully through phone and email communication.
2. Understanding of issues impacting on low income Tasmanians and knowledge of support services available to low income Tasmanians.
3. Ability to work independently and as part of a team.
4. Time management and organisational skills with the ability to effectively set priorities and manage a diverse workload.
5. Computer skills including an ability to use Microsoft Office Suite and purpose-built databases.

 1. Ability in, or capacity to acquire skills, to effectively operate a busy multi-line telephone system.
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| **Additional Information** |
| **Occupational Health and Safety** (OH&S): All employees and contractors are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve OH&S.**Pre-existing injury:** The person contracted to this position is required to disclose any pre‑existing injuries or disease that might be affected by working in this position. This will assist the employer in providing a safe work environment.**Level of Responsibility**Works in accordance with NILS Network of Tasmania policies and procedures under the guidance of the Operations Manager.**Police Check**Will be required to undergo a Police Check. |

***Further Information***

For further information please contact Eve on 1300 301 650 or email eve@nilstasmania.org.au

***Applications***

**Applications to be considered must include:**

* **A current resume or CV which includes two work referees**
* **A written response addressing the key selection criteria**

**Applications must be received by Monday 9th December COB**

Applications to be addressed to: Eve Alexander, NILS Network of Tasmania and can be emailed to eve@nilstasmania.org.au

Applicants are encouraged to visit the NILS Network of Tasmania website:

[www.nilstasmania.org.au](http://www.nilstasmania.org.au)