

## Position Description – Administration Officer

### Core Detail

<b>Title</b>	Administration Officer
<b>Objective</b>	To assist the Retirement Village Manager with the day-to-day operation and administration of the retirement village.
<b>Role</b>	Communication between residents and staff, reporting all issues to the Village Manager as they occur, relieving the Village Manager when necessary and ensuring the efficient running of the office by providing administrative and receptionist functions

### Position Parameters

<b>Employment</b>	Full time
<b>Reporting to</b>	Village Manager
<b>Staff directly supervising</b>	NIL
<b>Expenditure Limit</b>	NIL
<b>Location</b>	TriCare Retirement Community (Village)

### Detailed Description of the Position

<b>Reception</b>	<ul style="list-style-type: none"> <li>• Undertake reception duties including receipt of written, telephone and face to face internal and external enquiry</li> <li>• Ensure incoming calls are answered in a prompt and courteous manner, and deal with queries raised efficiently and effectively.</li> <li>• Ensure all procedural books and registers are maintained correctly including the Key Register, Absentee and Visitor's Registers and Maintenance Request Books.</li> <li>• General management of village reception including:             <ul style="list-style-type: none"> <li>- Provision of general information;</li> <li>- Receipt of payments;</li> <li>- Bookings and reservations for resident social activities, bus trips etc;</li> <li>- Manage and maintain unit key sets;</li> <li>- Receive and distribute parcels;</li> <li>- Manage incoming and outgoing mail</li> </ul> </li> </ul>
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<b>Administration</b>	<ul style="list-style-type: none"> <li>• Maintain all electronic and physical filing systems and procedural files in accordance with company and village specific procedures.</li> <li>• Write, compile, edit, produce and distribute the Village Newsletter, ensuring timely publication.</li> <li>• Assist with written communication including the preparation of enquiry and monthly marketing letters and other correspondence as directed from time to time.</li> <li>• Assist Village Manager in the maintenance of all village account processes in accordance with TriCare policies including resident accounts and accounts payable and receivable.</li> <li>• Compile and maintain the Resident and Staff records including Contact Lists, Client Information Forms and Resident Files.</li> <li>• Deliver accounts and other communications to Residents' mailboxes, when required.</li> <li>• Provide administrative support for all work teams and resident committee.</li> <li>• Ensure the timely dissemination of communication to staff including notifications, changes to policy or procedures and up-coming training.</li> <li>• Assist the Village Manager with the assembly of timesheets and payroll functions for Head Office payroll.</li> <li>• Transcribe, copy and distribute minutes of meetings including staff and resident as required.</li> <li>• Monitor and maintain stationery stocks, co-ordinating ordering through nominated company supplier.</li> <li>• Perform other administrative duties as directed by the Retirement Village Manager.</li> </ul>
<b>Resident Support</b>	<ul style="list-style-type: none"> <li>• Provide appropriate support to residents, whilst ensuring they are afforded the opportunity to maintain optimum levels of independence, privacy and dignity.</li> <li>• Follow through with procedures for receiving and orientating new residents, including responding to any requests.</li> <li>• Answer general administrative queries for residents, relatives and guests</li> </ul>
<b>Sales &amp; Marketing</b>	<ul style="list-style-type: none"> <li>• Answer general telephone sales enquiries.</li> <li>• Manage sales enquiries as directed by the Village Manager ensuring maximum opportunity including updating the enquiry database.</li> <li>• Ensure all legal requirements and defined company policies and procedures are followed in all areas of the acquisition</li> </ul>

	<p>and termination processes as directed by the Village Manager and Legal Administration.</p> <ul style="list-style-type: none"> <li>• Collate and maintain marketing literature.</li> <li>• Undertake 'sales walks' in absence of Village Manager with prospective residents and their families in a professional, friendly and courteous manner.</li> </ul>
<b>Emergency Response</b>	<ul style="list-style-type: none"> <li>• Ensure the expedient and efficient co-ordination of solutions to emergency situations which may arise in accordance with TriCare Emergency Response Procedures</li> <li>• Provide general first aid to residents/ staff/ visitors if required (does not include medical or nursing). If a person requires more than general first aid care, an ambulance or doctor must be called. Seek direction from Village Manager where applicable.</li> <li>• Ensure all emergencies, incidents and accidents are reported.</li> <li>• Ensure that all communication equipment (emergency call system, pager, mobile phone) is fully operational and pager, phone and master key is maintained with person at all times.</li> <li>• Maintain knowledge of the location and use of first aid equipment, emergency and disaster management equipment and procedures, evacuation routes, essential services switchboards and stop valves, resident personal details forms and emergency contacts.</li> </ul>
<b>Other Considerations</b>	<ul style="list-style-type: none"> <li>• Observation of discretion, privacy and honesty at all times. Ensure that confidential information is handled in accordance with TriCare policies including reporting items of concern to the Village Manager.</li> <li>• Participates in maintaining TriCare's security procedures.</li> <li>• Participates positively and pro-actively in team environment including participation in team meetings, promotes and implements team decisions and takes initiative to assist others in the team.</li> <li>• Participate in ongoing training and development</li> </ul>

### Skills and Knowledge

- Oral and written communication skills of a high standard
- Computer skills including Microsoft Word, Outlook, Excel and Publisher
- Professional telephone manner
- Basic Accounting skills

### Personal/Other Attributes

- Empathy in all dealings with residents, relatives and visitors.
- Be able to demonstrate a flexible, adaptable attitude at all times and to be capable of working in a team environment.

- Discretion and confidentiality.
- Commitment to high standards and attention to detail.
- Ability to undertake work with limited supervision and to effectively prioritise.
- Able to accept accountability and responsibility.
- Highly organised and ability to meet deadlines and work under pressure.
- Willing and able to develop further skills and knowledge.

### Experience

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- Current First Aid Certificate (or willing to obtain upon appointment).
- Experience in a service-based industry.
- Formal Qualifications in Office Administration (advantageous).
- Experience in general sales, marketing and / or public relations environment.

### Work Health and Safety

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The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

### Performance Measures

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Annual Performance Review.