

Position Title: Administration Officer

Classification:	Organisational Support Stream, Level 3
Position reports to:	Administration Manager
Salary range:	\$44,774 - \$58,633 NB: The starting salary for this position is \$44,774 and the progression to higher paid steps is according to the ForestWorks Enterprise Agreement 2009.
Superannuation:	12%
Employment type:	Full-time ongoing
Other benefits:	5 weeks annual leave with 17.5% annual leave loading \$1000 annual study allowance
Location:	North Melbourne
Applications close:	Friday, Feb 3rd, 2012

Organisation

ForestWorks Ltd is the national not-for-profit skills advisory organisation for the forest, wood, paper and timber products industry. ForestWorks performs a range of industry-wide functions, acting as the channel between industry, government and the Australian Vocational Education and Training (VET) system.

ForestWorks:

- Co-ordinates industry's viewpoint on related policy and practices
- Develops and maintains networks of forestry enterprises, industry bodies, vocational education and training providers and government agencies and departments
- Works with the Commonwealth Department of Education, Employment and Workplace Relations (DEEWR), and state and territory training authorities to develop and maintain national industry qualifications, training packages, funding for training activities and skills infrastructure
- Provides support to enterprises and training providers for assessment and skills development with constant information sharing, development of resource tools and materials and networks for exchange of best practices
- Works with industry, schools, service providers and government to ensure that the industry is attractive and easily accessible to job seekers and existing workers.

ForestWorks is also one of 11 national Industry Skills Councils (ISCs). ISCs build partnerships between industry and government in order to assist Australia to develop a highly skilled workforce. The ISC status enables ForestWorks to build on its role of providing a communication and information channel between industry, DEEWR, licensing and regulatory authorities and the VET system.

ForestWorks has offices in Victoria, New South Wales, Queensland, Tasmania and South Australia.

Position Summary

The Administration Officer provides timely administrative and technical support to all ForestWorks projects, programs and staff. This position carries out a wide range of tasks including the preparation of basic documents and templates, data collection and entry, meeting preparation, and providing general information to stakeholders. Working under the direction and supervision of the Administration Manager, this position is involved with tasks and activities driven by a range of internal customers. The Administration Officer should be able to apply knowledge of the work area processes as well as basic organisational knowledge and take into account the impact of actions on people or work areas.

Key Responsibilities

- Providing high level customer service both to internal and external customers in a clear, courteous, friendly and helpful manner
- Communicating with visitors and company stakeholders in person and via telephone and email, providing general information about products and services, and referring them to a relevant officer where necessary
- Assisting in the functionality of the ForestWorks reception and duties that arise as a result of phone and visitor enquiries and requests
- Preparing and distributing a wide range of documents, templates and forms including word processing, editing, proofreading, formatting, mail merge
- Retrieving information from databases and other sources, preparing Excel/Word reports to summarise data or produce basic statistics
- Document/correspondence filing and storage, using existing filing system
- Assisting in organising staff travel, accommodation, meeting and function arrangements
- Assist the Finance Manager, on an ad hoc basis, to enter invoices into MYOB
- Participating in selected internal projects as directed by ForestWorks management

Selection Criteria

ESSENTIAL

1. Extensive experience in a similar role with exposure to a full range of administrative duties
2. Experience with intranet systems (Microsoft SharePoint) and website content management systems
3. Demonstrated experience in MS Office 2007 and working with databases, including data entry, retrieval of information and production of reports
4. Professional customer service skills, good attention to detail and the ability to work in a team
5. Excellent verbal and written communication skills
6. Good research and problem-solving skills and proven ability to manage multiple tasks in a busy environment

DESIRABLE

1. Basic design and layout skills and experience with Adobe Creative Suite
2. Experience with MYOB or other accounting software is desirable, although is not an essential component of the role

At ForestWorks, all staff members must be prepared to occasionally travel intrastate or interstate. They are also expected to adhere to Workplace Health and Safety Policies and proactively contribute to a positive, safe and clean work environment.

Applicants should email a letter addressing selection criteria and a resume to careers@forestworks.com.au by 5.00pm Friday, February 3rd, 2012

For any questions, please contact Jo Drake, jdrake@forestworks.com.au or 03 9321 3511.