



Watsonia Neighbourhood House

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Position Description Office Administration Volunteer

About Watsonia Neighbourhood House

We are a not-for-profit organisation providing a range of services to meet the needs of our local community through educational, recreational and support activities. We are governed by a volunteer Committee of Management and run by paid staff.

Our team of volunteers make an important contribution to the ongoing running of our House. Suggestions for efficiency and improvements are encouraged and highly valued.

Role

The Office Administration Volunteer reports to the Manager, and will receive support from the Manager as well as other paid staff and volunteers. The purpose of this role is to assist with general administration and reception duties.

Key tasks

- Creating a friendly and welcoming environment
- Answering telephone calls
- Sending and replying to emails
- Providing information about our programs and services
- Assisting participants to complete enrolment forms
- Taking payments (by cash, cheque and card) and writing a receipt
- Updating internal records and class lists

Skills and abilities

- Ability to work with minimal supervision
- Ability to work as a team member in a model appropriate behaviour at all times
- Ability to handle confidential information according to our Privacy Policy
- Demonstrate initiative and commitment to task completion
- Be courteous and reliable
- Good communication skills and a friendly manner
- Good numeracy and English literacy skills
- Ability to use Microsoft Office programs, specifically Outlook, Word and Excel (preferred but not essential)

Experience

- Previous office administration or reception experience

Conditions

- On occasion you may be asked to carry out other duties as required by the Manager
- Ensure you are not affected by alcohol or other drugs so as to endanger yourself or others
- Report any accidents, injuries, property damage or identification of hazards
- Complete register of attendance at the start and end of your shift

Hours of engagement

- To be agreed with the Manager