

UNITED SERVICES UNION

POSITION DESCRIPTION

Position Title:	REGIONAL ADMINISTRATION SECRETARIAL			Location:	Newcastle & Wollongong
Occupant:	Vacant			Division:	Administration and Personnel Services
Reports to:	Regional Manager			Date Prepared:	04/08/2014
Grade/Salary	Grade	Level	Salary Range	Effective date:	
	1	2 to	\$55,563		
	2	1	\$69,012 Plus Super		
Hours:	35 HPW			Roster system:	9 day fortnight

ORGANISATIONAL AND PURPOSE CONTEXT

The position will provide a range of secretarial and administrative support to the Union and its members at the various office locations across the organisation. The position will be responsible for distribution of incoming mail, word-processing of correspondence, handling routine enquiries, making appointments, screening and redirecting calls, managing filing and records systems, minor purchasing, preparation of reports and various ad hoc duties in relation to the operation of an office, plus Industrial Support and Admin duties.

The positions will promote the image of the Union by being professional and efficient in all duties as the first point of contact for the organisation.

KEY SELECTION CRITERIA

Essential

- Certificate III in Business Studies and or Secretarial training; and, experience in working in an administrative role
- Intermediate/Advance knowledge and skill with Microsoft Office Products
- Experience in working with networked computer systems and database
- Ability to use database and extract reports
- Experience with Diary Management
- Experience with taking minutes and transcribing minutes
- Experience in production of reports for Management and Committee of Management (COM)
- Ability to source information from electronic and non-electronic sources
- Experience with electronic filing and record management
- Typing speed of 50wpm Proven skills in using standard word processing packages to produce correspondence and reports
- An understanding of administrative functions and office practices and demonstrated ability in providing clerical and administrative support.
- Able to interact positively with all levels within the organisation
- Able to work in a busy environment
- Able to prioritise workloads and meet deadlines in a busy environment

- Excellent communication and interpersonal skills
- Capable of using initiative to enhance the working capability of the section
- A demonstrated ability to work within a team environment and to work unsupervised
- Demonstrated understanding of and ability to deal with equal employment opportunity, discrimination and harassment issues,
- An understanding of WH&S issues relating to the workplace, data entry and ergonomics
- Able to demonstrate confidentiality and accuracy (a must)
- Exceptional phone manner

Desirable

- Knowledge of the Union, its structure, political and social impacts both internally and externally would be an advantage
- Previous experience in an administration/receptionist role

3. Relevant Position Information

- this position is located at the Newcastle/Wollongong Office servicing the administrative needs of that location,
- the position operates on 35 hours per week and is subject to a nine (9) day fortnight roster period.

4. Work Health and Safety Responsibilities

Employees

Must take all reasonable care of the health, safety of themselves and other persons at the workplace, use equipment, or wear personal protective clothing, required by the Union and comply with legislative requirements and the Union's policies and procedures dealing with Work Health and Safety.

5. Equal Employment Opportunity Responsibilities

Must take all reasonable measures to ensure they do not discriminate against or harass other employees, or customers and that they comply with Equal Employment Opportunity legislation requirements, and the Union's policies and procedures dealing with Equal Employment Opportunity.

6. DUTIES

- **Follow directions from the General Secretary.**
- **Process mail according to organisational procedures and within designated timeframes.**
- **Use computer and office technology to achieve organisational objectives.**
- **Operate the switchboard to ensure that clients are greeted and their needs met in a courteous and prompt manner.**
- **Answering, connecting and transferring telephone calls.**
- **Greeting visitors and addressing their enquiries in a prompt and courteous manner.**
- **Exercises discretion with regard to visitors, callers and requests for information.**
- **Arranging and recording details of appointments.**
- **Recording details of calls not connected and distributing messages.**
- **Receiving and distributing mail, facsimile message and other deliveries.**
- **Providing timely and effective clerical and administrative support to staff within**

the Union.

- **Compose and type correspondence, reports and other documents that meet the organisational standards.**
- **Maintain a record keeping system (both electronic and hard copy) that is efficient and provides confidentiality and security of files.**
- **Meet the requests of both internal and external staff and provide them with administration services.**
- **Deliver service to customers in such a way that complaints are dealt with effectively and problem areas are identified and rectified.**
- **Organise a daily work schedule that effectively meets the needs of the administrative section, taking into account the planning for contingencies.**
- **Work effectively in a team environment.**
- **Promote the values, principles and policies of the Union.**
- **Treat all internal and external customers equally and with respect in accordance with anti-discrimination and EEO legislation and Union policy.**
- **Follow and implement WH&s procedures and policies.**
- **Prioritises workloads and requests with agreed standards and timelines;**
- **Seeks assistance and support to ensure accuracy of information related to allocated projects;**
- **Arrange travel reservations and accommodation booking when required.**
- **Control the movement of files and correspondence in and out of the organisation.**
- **Organise meetings, prepare agendas and take minutes as directed.**
- **Work within a trade union context.**
- **Follow WH&S policies and procedures appropriate to the position**
- **Follow policies and procedures relating to grievances, anti-discrimination and sexual harassment.**
- **Be participative in project work across the organisation as directed.**
- **Preparation and Maintenance of Delegate/Organisers folders.**
- **Diary Management (Solicitors).**
- **Liaise with Solicitors and their Staff.**
- **Witness Wills on behalf of Solicitors and their clients (as required).**
- **Updating Stratum with new COM details gathered at branch meeting and updating members' details as advised by the members.**
- **Produce membership lists from Stratum as required by delegates and staff.**
- **Download Tax Invoice Statements from Stratum for members as requested.**
- **Data entry for various Surveys conducted by the Union (as required).**
- **Preparation of Charts or reports from information collected in the surveys (as required).**
- **Monitor stocks (stationery and office supplies).**
- **Purchase stationery and office supplies as required.**
- **Contact tradesmen as required for office and motor vehicle maintenance.**
- **Union fees paid over the counter are receipted and banked.**
- **Manage/Maintain/Balance Petty Cash.**
- **Write cheques as required.**
- **Upload fund to franking machine and download receipt.**
- **Quarterly Cheque requisition reports prepared/forwarded to Head Office.**
- **Prepare Branch Expenditure reports for Newcastle & Wollongong Branch COM's.**
- **Liaise with Industrial Officer in relation to the creation of Industrial Files.**
- **Create/Maintain Industrial Files in Stratum, the Industrial Drive and Hard Copy.**
- **Produce legal documents.**
- **Liaise with the Industrial Relations Commission as required.**

- Securely maintain archive files.
- Secured destruction of files as authorise.

7. Competencies

These competencies encompass all competencies associated with the USU salary system progressional rules.

Competency Code	Unit of Competency
	Common Units
	Communication
BSBCM103A	Apply basic communication skills
BSBCM203A	Communicate in the workplace
	EEO
BSBCM315A	Work effectively with diversity
	WH&S
BSBCM106A	Follow workplace safety procedures
BSBCM211A	Participate in workplace safety procedures
BSBCM109A	Follow environmental work practices
BSBCM215A	Participate in environmental work practices
	Services
BSBCM208A	Deliver a service to customers
BSBCM209A	Provide information to clients
BSBCM216A	Create customer relationship
BSBCM217A	Process customer feedback
BSBCM316A	Process customer complaints
BSBCM317A	Meet customer needs and expectations
	Training
BSBCM104A	Plan skills development
BSBCM210A	Implement improved work practices
BSBCM301A	Exercise initiative in a business environment
BSBCM302A	Organise personal work priorities and development
BSBCM304A	Contribute to personal skill development and learning
	Work Practices
BSBCM108A	Develop keyboard skills
BSBCM201A	Work effectively in a business environment
BSBCM202A	Organise and complete daily work activities
BSBCM204A	Work effectively with others
BSBCM205A	Use business technology
BSBCM206A	Process and maintain workplace information
BSBCM212A	Handle mail
BSBCM213A	Produce simple word-processed documents
BSBCM214A	Create and use simple spreadsheets
BSBCM306A	Produce business documents
BSBCM307A	Maintain business resources
BSBCM318A	Write simple documents
	Assessment and Workplace Training
BSZ404A	Train small groups - Non-accredited course
	E-Business
BSBEBUS301A	Search and assess online business information
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS308A	Maintain online business records
BSBEBUS401A	Conduct online research

Competency Code	Unit of Competency
	Frontline Management
	Work Teams
BSBCM404A	Develop teams and individuals
	Systems & Processes
BSBFLM309B	Support continuous improvement systems and processes
BSBCM412A	Promote innovation and change
	Legal Service
	Instructions & Communications
BSACS301A	Apply the principles of confidentiality and security within the legal environment
	Practice & Procedure
BSALC301A	Use legal terminology in order to carry out tasks
BSALPP301A	Apply knowledge of the legal system to complete tasks
BSALR301A	Handle receipt and despatch of information
BSALPP303A	Deliver court documentation
FNAMERC03B	Serve legal process
BSALLG401A	Arrange documents and list exhibits for litigation support
BSALPP401A	Prepare and produce complex legal documents
BSALC501A	Run a file
	Research & Development
BSALC402A	Research, locate and provide legal and other information in response to requests
	Recordkeeping
BSBRKG301A	Control records
BSBRKG302A	Undertake disposal
BSBRKG303A	Retrieve information from records
BSBRKG304A	Maintain business records
BSBRKG402A	Provide information from and about records
BSBRKG403A	Set up a business or records system for a small office
BSBEBUS406A	Monitor and maintain records in an online environment
BSBRKG501A	Determine business or records system specifications
BSBRKG606A	Design a records retention and disposal schedule
	Specialist Administration
BSBADM302A	Produce texts from notes
BSBADM303A	Produce texts from audio transcription
BSBADM304A	Design and develop text documents
BSBADM305A	Create and use databases
BSBADM306A	Create electronic presentations
BSBADM307A	Organise schedules
BSBADM402A	Produce complex business documents
BSBADM403A	Develop and use complex databases
BSBADM404A	Develop and use complex spreadsheets
BSBADM405A	Organise meetings
BSBADM406A	Organise business travel
	Unionism
BSBUN405A	Promote the values, principles and policies of the union

8. Signatures

Job Occupant: **Date:**

**Divisional
Manager:**

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Date: