



## UNITED SERVICES UNION

### POSITION DESCRIPTION

Position	Regional Administration Secretary
Reports to	Manager Northern
Division	Administration and Personnel Services
Grade	Grade 1 Level 2 – Grade 2 Level 1
Effective date	April 2022
Hours	35 HPW for permanent fulltime position on a 9-day fortnight, or a minimum of 3 days of 7.6 hours per day for a permanent part time position.
Roster System	9-day fortnight for the fulltime position

#### 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

##### CRITERIA

- 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 CRITERIA

- 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

## RELEVANT POSITION INFORMATION

- This position is located at the Newcastle 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.

## WORK HEALTH AND SAFETY RESPONSIBILITIES

Must take all reasonable measures to ensure the health, safety and welfare of fellow employees and members under their control and ensure that operations in their area comply with the Work Health and Safety Act 2011 and its associated legislation, and with the requirements of WorkSafe ACT.

## EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

Must take all reasonable measures to ensure the prevention of bullying, harassment or discrimination of members and fellow employees and ensure compliance with Equal Employment Opportunity legislation and any relevant Policy and or Codes of Conduct.

## DUTIES

- Follow the directions of 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.
- 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.
- 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.

### COMPETENCIES

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

Competency Code	Unit of Competency
	<b>Common Units</b>
	<b>Communication</b>
BSBCM103A	Apply basic communication skills
BSBCM203A	Communicate in the workplace
	<b>EEO</b>
BSBCM315A	Work effectively with diversity
	<b>WH&amp;S</b>
BSBCM106A	Follow workplace safety procedures
BSBCM211A	Participate in workplace safety procedures
BSBCM109A	Follow environmental work practices
BSBCM215A	Participate in environmental work practices
	<b>Services</b>
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
	<b>Training</b>
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
	<b>Work Practices</b>
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

BSBCMN214A	Create and use simple spreadsheets
BSBCMN306A	Produce business documents
BSBCMN307A	Maintain business resources
BSBCMN318A	Write simple documents
	<b>Assessment and Workplace Training</b>
BSZ404A	Train small groups - Non-accredited course
	<b>E-Business</b>
BSBEBUS301A	Search and assess online business information
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS308A	Maintain online business records
BSBEBUS401A	Conduct online research

**SIGNATURES**

Job Occupant: \_\_\_\_\_

Date: \_\_\_\_\_

Divisional Manager: \_\_\_\_\_

Date: \_\_\_\_\_