

POSITION DESCRIPTION

Position Title	Administration Assistant
Reports to	Director
General Description	<p>To provide support to the RMT team.</p> <p>Deliver efficient, courteous and effective client service in line with RMT's core values.</p> <p>Provide effective, efficient administrative support to the RMT team.</p>
Essential Qualifications, Experience & Attributes	<p>At least 1 years' general administration experience, excellent communication and client service skills.</p> <p>Experience and skills in the use of the MS office suite, MYOB and a variety of other related products.</p> <p>Systematic and organised approach with strong attention to detail.</p> <p>High level of computer literacy.</p> <p>Good written and verbal communication skills.</p> <p>Positive and enthusiastic attitude.</p> <p>Competent use of software Connectwise, desirable.</p> <p>Experience in the Information Technology industry or a professional office environment will be highly regarded.</p>

Task Responsibilities

<p>General Administration</p>	<p>Provide quality frontline client service to RMT clients in a positive and professional manner.</p> <p>Deal courteously and efficiently with enquiries received in person, by telephone, or email.</p> <p>Provide telephone reception duties. Screen incoming telephone calls in a sensitive and professional manner directing as required to team members, taking messages, and creating support tickets accurately.</p> <p>Provide general administrative assistance to the RMT team.</p> <p>Schedule and manage the travel arrangements for RMT team members.</p> <p>Ensure reception area is clean, tidy and organised at all times</p> <p>Manage ordering and receipting of stock as directed.</p> <p>Co-ordinate freight movements (incoming/outbound)</p> <p>Prepare and issue basic quoting to clients (eg – licence renewals)</p> <p>Provide support to manage expense lodgements for Partner and team members.</p>	
<p>Other Task Responsibilities</p>	<p>Complete a variety of other general duties as required, for example:</p> <p>Assist with WH&S procedures as required, including emergency evacuations</p> <p>Complete filing and file maintenance as required in accordance with office procedures</p> <p>Complete word processing and correspondence as required in general administration area</p> <p>Work with Accounts Officer to manage debtors</p>	
<p>Key Performance Indicators</p>	<p>Competence</p>	<p>Required Level</p>
	<p>Reading, comprehending and following documented procedures</p>	<p>Advanced</p>
	<p>Customer service and communication with clients</p>	<p>Intermediate</p>
	<p>Internal communication with co-workers and managers</p>	<p>Intermediate</p>
	<p>Prioritising and self-managing workload</p>	<p>Foundational</p>
	<p>Motivation to continue learning and upskilling</p>	<p>Intermediate</p>
	<p>Attention to detail</p>	<p>Advanced</p>
	<p>Technical proficiency (Microsoft Office products, quoting platforms)</p>	<p>Intermediate</p>

	Quoting, purchasing and invoicing of products	Foundational
	Knowledge of MYOB systems (relevant to role)	Foundational
	Knowledge of Telstra systems (relevant to role)	Foundational

General Responsibilities and Expectations

- Embrace the Mission of the business.
- Be familiar with Our Firm’s Areas of Operation and how we work with and build relationships internally and externally.
- Adhere to our client service standards
- Complete duties within agreed timeframes with a high degree of accuracy.
- Carry out all work to the best of your skill and ability.
- Be accountable for your own work.
- Be committed to continuous improvement and professional development
- Attend and participate in training activities
- Monitor and adhere to workflow deadlines.
- Professionally handle client queries and complaints.
- Dress in appropriate professional business attire.
- Be familiar with and adhere to Staff Policies and Procedures
- Be familiar and adhere to Work Health & Safety Policies and Procedures.
- Follow all reasonable instructions of supervisors, managers and Partners
- Complete other general duties as requested by your supervisor/partner.
- Respect and adhere to the Code of Conduct.
- Relate to clients and staff in a respectful, co-operative and inclusive manner

Agreement to this Position Description

I have read and understood this Position Description.

I understand that this document provides general information and that it may be altered at any time at the discretion of the Firm.

I agree to perform to the best of my ability and to deliver the responsibilities described in this Position Description, in accordance with Firm policies and procedures and all reasonable management directions.

Agreed by: _____
Employee Name Signature Date

Signed on behalf of Roberts and Morrow Technology:

Name Signature Date