

POSITION DESCRIPTION - SUPPORT

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| Position Title: | Business Services Clerk |
| Department: | Operations |
| Location: | Sydney |
| Reports to: | Office Services Supervisor |
| Team: | Office Services |
| Role Purpose: | The position will be responsible for providing a range of administrative services across the Office Services team and Records Management team. This will include handling day-to-day tasks for a number of office floors in addition to providing mail room and courier desk and records management services. |
| Role Requirements: | <p>Office Floor Services:</p> <ul style="list-style-type: none">• responsibility for managing office services requests for one or more office floors in a timely and effective manner.• ensuring stationery supplies and office equipment supplies are maintained;• assisting with photocopying and binding as required;• respond to ad hoc office administration requests from staff;• assist in the coordination of office movements and workstation sets ups, which will occur on some occasions, outside standard work hours and during weekends;• ensures the timely receipt of security cards from AMP Centre Building Management for new employees each week;• executes office services policy when programming of floor access to each new security card; and• liaises with AMP Centre Building management on any issues relating to security card programming. <p>Records Management:</p> <ul style="list-style-type: none">• respond to folder registration requests (including printing, scanning and dispatching bar coded file labels) on a daily basis; |

- assist with all requests for retrieval of off site boxes ;and
- continual monitoring of, and responding to, Records Management email inbox.

Mail Room:

- assisting with the processing of incoming/outgoing mail including couriers and faxes;
- assisting with the delivery of mail in a timely and accurate manner;
- liaise with secretaries, lawyers and partners on all aspects of the mail process;

Courier Desk:

- general responsibility for all incoming and outgoing couriers;
- coordinate the processing and delivery of couriered mail in a timely manner; and
- assist with daily courier runs.

- Qualifications/Experience:**
- Previous experience providing administrative support in an office or team environment is preferred but not essential; and
 - HSC or equivalent qualification preferred.

- Knowledge and Skills:**
- Basic skill level in Microsoft applications including Word, Excel & Outlook;
 - Possess good verbal and written communication skills; and
 - Demonstrates strong customer service skills

Technical Skills

Technical Knowledge

- Demonstrates technical and professional knowledge relevant to role
- Understands how to get things done within B&M
- Is able to analyse situations and information
- Makes suggestions and recommendations
- Seeks feedback and takes action to improve own performance
- Is keen to learn and develop.

Work Standards

- Takes personal responsibility for tasks
- Demonstrates a proactive approach
- Consistently produces quality work
- Completes all tasks to a high professional standard
- Maintains B&M standards.

Time and Work Management

- Effectively prioritises and manages time
- Consistently meets deadlines
- Assists with urgent work outside standard hours
- Keeps Manager up to date with progress.

Project Management

- Manages day to day responsibilities as well as relevant projects
- Leverages available resources
- Able to work under pressure and remain focused
- Meets project deadlines or negotiates necessary changes
- Keeps stakeholders up to date with progress.

Personal Attributes:

Attitude and Approach

- Consistently demonstrates a positive attitude and approach
- Demonstrates enthusiasm and dedication
- Consistently displays initiative by finding own work and assisting Manager without instruction

Service Orientation

- Focuses on the needs of internal and external clients/contacts where relevant
- Builds relationships with stakeholders
- Maintains a courteous and professional manner in all dealings.

Communication

- Able to communicate (written and verbal) effectively and clearly
- Able to present information concisely and professionally
- Deals with sensitive information in an appropriate manner.

Teamwork

- Contributes to the effective functioning of the team
- Sought by others for advice and support; sets an example.

Benefits:

- In-house massages, pilates and yoga
- Baker's Sport Club
- Employee Assistance Program
- Salary continuance insurance
- Travel insurance for you and your immediate family
- Salary packaging options