# Position Details

*Administration Assistant*

## Administrative Services – CSOF2

The following information is for applicants

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| Advertised Job Title**:** | Administration Assistant |
| Job Reference: | 60943 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian/New Zealand Citizens and Permanent Residents Only   * *For Specified Term positions, we will accept applications from Temporary Residents with working rights for the length of the term, who do not require visa sponsorship.* |
| Percentage of Client Focus - Internal: | 30% |
| Percentage of Client Focus - External: | 70% |
| Reports to the: | Facilities Coordinator- Sydney Metro, Business & Infrastructure Services |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Gareth Palamo via email: Gareth.Palamo@csiro.au or phone: 02 9490 5605 |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto:careers.online@csiro.au). |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’) |

## Role Overview

Administrative staff in CSIRO provides administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

TheAdministration Assistantis the first point of contact for staff and visitors at a CSIRO site and is focused on quality customer service whether it is over the phone, or in person. The role provides high quality administrative support to the CSIRO Business and Infrastructure Services (CBIS) business unit with tasks including the issuing of security passes, co-ordinating incoming and outgoing mail, co-ordinating courier services, as well as booking venues and transport. All tasks will be undertaken in accordance with CSIRO procedures and although this role has a primary “home” at the CSIRO site, you may be required to work across any CSIRO site in the Sydney Metro region.

## Duties and Key Result Areas:

* Operate the switchboard from 9:00am to 5:00pm, receiving and transferring telephone calls, announcing callers, taking brief messages and passing these on via the email system or connecting callers to staff members personal direct line voicemail.
* Undertake a number of administrative tasks including (but not limited to): issuing of security passes, co-ordinating incoming and outgoing mail, co-ordinating courier services, booking venues, taxis and other shared resources.
* Provide administrative support where required in respect to the vehicle fleet with specific responsibility for coordinating bookings, filing logbook entries and fuel receipts, and initiating bookings for cleaning, repairs, and servicing as required.
* Undertake other CBIS tasks as required, including maintaining spreadsheets and databases, filing, producing signage, preparing miscellaneous correspondence and providing general finance support to CBIS staff.
* Assist in the security of the sites, including the management and maintenance of keys, proximity cards and related registers. Processing and creation of staff identity cards and the monitoring and management of key safes.
* Records management for CBIS.
* Assist CBIS or emergency staff with communications generally and particularly during an emergency.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration:** Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.
2. **Influence and Communication:** Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.
3. **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
4. **Judgement and Problem Solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
5. **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
6. **Adaptability:**Accepts the need for change to work routines or technology.

## Essential Criteria:

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Demonstrated experience and skills working in a reception/customer service oriented environment with the ability and willingness to undertake a range of administrative tasks
2. Excellent verbal communication skills with a good phone manner and strong written skills
3. Proven experience demonstrating initiative, actively contributing as a team member and sharing relevant and useful information
4. An ability to recognize and seek to resolve problems as they arise and accept personal responsibility for doing the job well
5. Sound keyboard skills and knowledge of Microsoft Office applications including Word, Outlook, Excel and PowerPoint.

## Desirable Criteria:

1. Experience working in a research and development, or similar, organisation.
2. Experience in using the ARC phone system.

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!

Find out more about the CSIRO [Business and Infrastructure Services](https://my.csiro.au/orginfo/structure/support/cbis)