

## POSITION DESCRIPTION

BE WHAT YOU WANT TO BE

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### Administration Officer – HEW 4 People and Culture

<b>Position Number/s</b>	300406
<b>Position Status</b>	Continuing, Full-Time
<b>Position Supervisor</b>	HR Support Coordinator
<b>Number of Positions Supervised</b>	Directly: Nil Indirectly: Nil
<b>Job Family Category</b>	Administration

#### You will:

Provide administration assistance in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

#### You are responsible for:

- Providing a high standard of administrative support to the Directorate including filing, mail distribution, meeting and training session organisation, minute-taking, follow up of agenda items, typing of general correspondence and other tasks as required.
- Providing a professional, tactful and courteous first point of contact within the Directorate.
- Performing tasks of a sensitive nature including the provision of information, and assistance to customers in person, electronically and via telephone.
- Supporting financial processes associated with purchasing, reconciliation, travel, asset management, and other related financial requirements.
- Referring matters that may impact upon the University and employees to the relevant Manager.
- Dealing with operational/service related complaints and issues to ensure prompt identification and appropriate action.
- Providing assistance to all Officers as required.
- Undertaking other relevant duties as directed, consistent with skills, competence and training.
- Contributing to the continuous improvement of systems and processes, organisational performance, productivity, flexibility and effectiveness in achieving quality outcomes for clients.

## Selection Criteria

*Incumbents will need to exhibit the knowledge and educational requirements, skills and experience requirements, critical capabilities and motivational and job fit attributes required for the position.*

*Applicants, please provide detailed examples of how you exhibit the knowledge and education, skills and experience, critical capabilities and motivational and job fit attributes required for the position when preparing your responses to the selection criteria. Please refer to Job Application Form for instructions on how to respond to selection criteria.*

Knowledge and Education	Skills and Experience
<b>Essential</b> <ul style="list-style-type: none"> <li>• Proficient in the operation of computers and detailed knowledge of business support software including Word, Excel, Outlook, as well as experience in the use of CQUniversity corporate information systems.</li> <li>• Have completed an associate diploma level qualification with relevant work related experience; or an equivalent combination of experience and/or education/training.</li> </ul>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Good communication (oral and written) and interpersonal skills that demonstrate a strong focus on the provision of quality customer service.</li> <li>• Demonstrated strong capacity to plan workload, achieve set goals and meet deadlines.</li> <li>• Demonstrated ability to research and prepare replies to correspondence, draft reports and other documentation.</li> <li>• Ability to take accurate and succinct minutes of meetings.</li> <li>• Ability to work cooperatively and collaboratively in a team environment.</li> </ul>
Critical capabilities	Motivational and Job Fit Attributes
<b>Achieves results</b> <ul style="list-style-type: none"> <li>• Adopts a positive attitude and embraces challenges.</li> </ul> <b>Engages and connects</b> <ul style="list-style-type: none"> <li>• Provides consistent, professional and quality service in line with CQUniversity objectives to students and internal and external contacts.</li> </ul> <b>Personal drive and integrity</b> <ul style="list-style-type: none"> <li>• Gets on with the job and has pride in their work; approaches work with a positive attitude is open and receptive to feedback.</li> </ul> <b>Shapes the future</b> <ul style="list-style-type: none"> <li>• Aware of the services delivered by CQUniversity and the stakeholders who access them.</li> </ul> <b>Communicates with influence</b> <ul style="list-style-type: none"> <li>• Cooperates with others, shares relevant information and seeks information from others as required.</li> </ul>	<p>This position would suit someone who gains job satisfaction from:</p> <ul style="list-style-type: none"> <li>• Diversity in the workforce.</li> <li>• Collaborating and cooperating with other departments to achieve positive business outcomes.</li> <li>• Continuously improving and exploring new ways to do their job successfully.</li> <li>• Striving to understand and meet customer expectations and satisfaction.</li> <li>• Performing clearly defined and repetitive work tasks within established procedures.</li> <li>• Working in a fun, friendly and energetic work environment.</li> </ul>