

AEN 6.2.2.1 Business Administration

Business Administration

Position Description

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.

Employee Name :

Date PD Issued: 17/05/2023

Position: Business Administration Traineeship

Host Employer: Lyndoch Medical Hub

Supervisor:

Host Employer Address: Hopkins Road Warrnambool VIC 3280

Westvic Staffing Solutions Apprentice/Trainee Consultant: Jacob Rhodes

Duties of Position:

Trainees in Business Administration will learn to undertake a range of functions to contribute to the smooth operation of the administration activities within an organisation. They may be responsible for greeting people and attending to enquiries made by phone or in person, and assisting professionals, Managers and Executives by performing clerical, secretarial duties.

Tasks Involved:

A Business Administration trainee may perform any or all of the following tasks:

- Greet personal and telephone callers and find out the nature of their enquiry
 - Provide information to assist clients or refer them to appropriate contacts, either in the organisation or elsewhere
 - Operate telephone switchboards and consoles to connect, hold, transfer and disconnect telephone calls
 - Arrange appointments for callers or for people working in the organisation and keep records of these
 - Carry out word processing, filing, mail-outs
 - Open and deal with incoming mail, and organise outgoing and posting mail
 - Make and record appointments
 - Operate office equipment such as photocopiers, facsimile machines, switchboards, computers
 - File correspondence and other records
 - Draft letters and reports on behalf of the organisation
 - Purchase office supplies
 - Plan and set out the format required, such as page length and width, line spacing and style of typeface, for letters, business forms and other documents
 - Type and re-arrange information, such as highlighting parts of the text, moving paragraphs from one page to another, putting information into columns
 - Set up mail-merge functions to enable multiple letters to be personalised or directed to individuals in a number of locations
 - Make alterations to information already stored on a computer
 - Print out letters, address labels and other documents
- Employees enrolled in Certificate III may also perform the following tasks:
- Coordinate negotiation and conflict resolution when required
 - Responsibility for making workplace decisions, and accountable for those decisions
 - Display strong leadership skills and be a role model for other staff
 - Use advanced features of office computer packages and equipment
 - Respond to enquiries regarding products and/or services

- Receive and record invoices and arrange payment
- Prepare and send invoices to debtors
- Verify recorded transactions and report irregularities to management
- Prepare reconciliations of accounts

Work Conditions:

Business administrators may work for one person or a group of people. In some areas of employment, long hours of work and/or travel may be required

Personal Requirements:

- Well organised
- Able to work as part of a team
- Able to meet deadlines
- Good communication skills
- Aptitude for working with computers (MYOB)
- Able to work accurately and neatly

Key Selection Criteria:

Current Drivers Licence

Qualifications and Licenses Required:

Nil

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that are provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents with in the workplace to the Host Employer and Westvic Staffing Solutions without delay.

Additional Information

- **Hours Per Week: 38**
- **Days per Week: Monday to Friday**
- **Award / Agreement: Nation Training wage Level A**
- **Superannuation: 10.5%**
- **Commencement Hourly Rate: TBC**

Copy to : Employee

Host Employer

Main File

Position Description Acknowledgement

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name: _____

Employee Signature: _____ Date ____/____/____

HOST EMPLOYER:

Host Employer Name: _____

Host Employer Signature: _____ Date ____/____/____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name: _____

Westvic Staffing Solutions Representative Signature: _____ Date ____/____/____