

## fiXit – Administration Officer

Concern Australia works in partnership with young people and their families to create positive opportunities and hopeful futures. Our programs provide education, employment, housing, youth justice and homelessness services. We focus on innovative and empowering pathways which build on young people's talents and resilience and support them to reach their goals.

fiXit is Concern Australia's automotive social enterprise which repurposes donated cars and delivers automotive workshops in schools and the wider community. Through this, fiXit provides entry-level employment for young people as a pathway to sustainable employment.

### **Primary Job Purpose**

The fiXit Administration Officer contributes to the delivery of quality services by providing high level administrative support to the fiXit program in a professional, efficient, warm and people-centered manner.

As a representative of the organisation, this role also:

- models Concern Australia's OHS & child safe values and behaviours and holds others accountable to the same standard and
- upholds Concern Australia's relationship and reputation with clients, external stakeholders, and the broader community by conducting themselves in alignment with our values of faith, integrity, respect and belonging.

### **Responsibilities**

#### **Office environment**

- Create a warm, welcoming, person-centered office environment for staff, young people, and visitors.
- Maintain a professional appearance of the reception, meeting rooms, office, and kitchen areas.

#### **Customer service**

- Provide a professional, timely and warm customer service approach to all email, in person and phone enquiries.

#### **fiXit Administration**

- Support the implementation and continuous improvement of processes, procedures, and workflow within the fiXit social enterprise in accordance with all applicable policies, laws, regulations, and standards.
- Maintain data needed for the reporting of fiXit's financials and reporting.
- Coordinate donor and customer records and job allocation of motor vehicle services, donations, and sales.
- Handling of funds associated with sales and services.

Duties beyond the scope of this position description but in line with an incumbent's skills, competencies, and training, may be present from time to time. Reasonable requests for such duties to be discussed and agreed with the manager and executed accordingly.

The role may require occasional manual handling, driving, walking, and standing.

### **Qualifications/Experience**

- Completion of Diploma or equivalent in a related field.
- Minimum 2 years' experience working within an office environment or front of house reception.
- Desirable but not essential:
  - Experience working in the not-for-profit sector, especially with young people.
  - First Aid Certificate

### **Skills**

- Strong administration skills; organised, thorough, systems-oriented person with experience in creating processes and procedures.

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- Well organised but able to be flexible and manage competing priorities and deadlines.
- Excellent written and oral communication, with the ability to adapt styles according to the audience.
- Highly developed interpersonal rapport and relationship building.
- Intermediate computer skills, including the frequent, independent use of Microsoft Outlook, Word, Excel and database entry.
- A team player, able to work in both collaborative and autonomous work environments.

### Security checks, licences, and other requirements

- Satisfactory National Police Check and where applicable, International Police Check.
- Current Working with Children Check.
- Current Victorian drivers' licence.
- Hearing Test
- Desired but not essential:
  - Current heavy vehicle driver licence,
  - Current First Aid certificate.

### Reports to

fixit Senior Administration Officer

### Supervises

N/A

### Child Safety Commitment

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero-tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

Employee Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_