



**POSITION DESCRIPTION
TAHUNE FIELDS – ADMINISTRATION ASSISTANT**

Position Title: Administration Assistant – Full Time	Department: Tahune Fields	Location: Lucaston
Reports to: Operations Manager		Date Completed: February 2009
AUTHORITY LEVELS		
Financial Budget: \$Nil	As per delegation policy	Staff: Nil
REPORTING RELATIONSHIPS		SELECTION CRITERIA
<pre> graph TD DM[Divisional & Marketing Manager Brendon] --> OM[Operations Manager Steve] DM --> FM[Farm Manager (Labour & Planning) Scott B] DM --> AFM[Assistant Farm Manager (Technical & Planning Advice) Max] OM --> AA[Administration Assistant Claire] OM --> C[Casual (As Required)] FM --> M[Mechanic & Bin Shed Co-ordinator Steve] FM --> MO[Machinery Operator Scott F] FM --> CFS[Casual Farm Staff Wayne Tony Leigh] AFM --> P[PT or F/T Field Officer New] AFM --> FO1[Field Officer Andy] AFM --> FO2[Field Officer Ken] AFM --> SFTO[Senior Field & Training Officer Brian] M --> SE1[Supported Employees] P --> SE2[Supported Employees] FO1 --> SE3[Supported Employees] FO2 --> SE4[Supported Employees] SFTO --> SE5[Supported Employees] </pre> <p>Current: January 2009</p>		<p>ESSENTIAL: Skills:</p> <ol style="list-style-type: none"> 1. Ability to work with a degree of autonomy seeking direction when necessary from the Operations Manager / Divisional & Marketing Manager. 2. Competent in the use of a personal computer to create, update and retrieve information from a word processing, data base or spreadsheet; 3. Knowledge of and an ability to apply effective time management techniques to ensure timely completion of the daily office tasks; 4. Possess or have the ability to acquire a working knowledge of the industry and the service delivered and apply this knowledge to the position; 5. Display effective communication skills including an ability to deal directly with customers and clients of Tahune Fields. 6. Demonstrate a positive approach to the rights of people with disabilities.



Position Description – Administration Assistant

	<p>Experience and Qualifications: No formal qualifications are required for this position however at least 2 years previous experience in an office environment, and preferably within the horticultural industry would be an advantage.</p>
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PURPOSE STATEMENT

To contribute to the efficient running of the Taune Fields, a division of Oak Tasmania; office by providing quality administrative support to the Operations Manager, the Divisional & Marketing Manager and other staff of the division contributing to the achievement of the division’s goals and working towards a standard of excellence.

KEY RESULT AREA’S	KEY TASKS	KEY PERFORMANCE INDICATORS (KPI)
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Core Behaviours:

To work within the Mission, Vision and Values of Oak Tasmania, a progressive Tasmanian Community Business delivering service and business excellence.

<p>Provide administrative assistance to the Operations Manager, the Divisional & Marketing Manager and staff which meets quality parameters of accuracy, timeliness and presentation standard.</p>	<ul style="list-style-type: none"> • Answer incoming telephone calls, transfer calls to other staff of Tahune Fields where appropriate or provide information directly to the caller. • Check costings prior to invoicing customer, refer any discrepancies to the Operations Manager. • Process invoices for all Tahune Fields customers including coding, sorting, checking, computing and produce monthly aged debtors reports. 	<p>Calls answered or answering machine utilised.</p> <p>Accurate invoice costing verified by accounts section.</p> <p>All processing and debtors listing up to date.</p>
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KEY RESULT AREA'S	KEY TASKS	KEY PERFORMANCE INDICATORS (KPI)
<p>Provide administrative assistance to the Operations Manager, the Divisional & Marketing Manager and staff which meets quality parameters of accuracy, timeliness and presentation standard...(continued)</p>	<ul style="list-style-type: none"> • Where delivery of goods is to be arranged liaise with customer and ensure delivery is completed to customers satisfaction. • Computerised reconciliation and preparation of creditors accounts to ensure timely payment. • Maintain stock of stationery for Tahune Fields. Investigate supply of new office stationery and process orders when required. • Assist in the recording of and ongoing administration of stocktakes and maintain stock control records. • Preparation of correspondence as required by senior personnel. • Undertake processing work on a personal computer using knowledge of applications such as Microsoft Word and Excel for word processing, spread sheet and data base production. 	<p>Customer satisfaction survey will confirm.</p> <p>Accounts reconciled and paid in accordance with customer terms.</p> <p>Stationery is kept up to date.</p> <p>Stock takes completed and accurate records maintained.</p> <p>Correspondence issued to Style Guide specifications.</p> <p>Work meets Tahune Fields and Oak Tasmania standards.</p>

KEY RESULT AREA'S	KEY TASKS	KEY PERFORMANCE INDICATORS (KPI)
<p>Provide administrative assistance to the Operations Manager, the Divisional & Marketing Manager and staff which meets quality parameters of accuracy, timeliness and presentation standard...(continued)</p>	<ul style="list-style-type: none"> Other duties pertaining to the function of this position, which may reasonably be required from time to time by the Operations Manager or Divisional & Marketing Manager. 	<p>As required.</p>
<p>To work as part of the Tahune Fields administration team.</p>	<ul style="list-style-type: none"> Work in conjunction with other members of the administration team and be available to assist when required. 	<p>Internal reviews confirm cooperation.</p>
<p>Contribute to the divisional quality assurance and continuous improvement program by following all policies, procedures and work instructions applying to the position.</p>	<ul style="list-style-type: none"> Implement all divisional Quality Assurance and Quality Improvement procedures and ensure own output conforms to divisional standards. Provide input to the Operations Manager in relation to continuous improvement suggestions. 	<p>Work undertaken in accordance with established quality standards.</p> <p>Input on suggestions provided.</p>

General Requirements		
KEY RESULT AREA'S	KEY TASKS	KEY PERFORMANCE INDICATORS (KPI)
Effective and efficient business management	<ul style="list-style-type: none"> Organise time and work load to maximise productivity in the time available, maintain lead times, exercising discretion and judgment in appropriate methods. Use all appropriate equipment and supplies to complete duties properly and economically to minimise wastage and/or misuse. 	<p>Agreed work schedules are met.</p> <p>Efficient use of equipment and supplies.</p>
Operational	<ul style="list-style-type: none"> Ensure the division adheres to Oak Tasmania policies and procedures. Attend to customer enquiries over the counter in a courteous and prompt manner. Maintain confidentiality of staff and disabled employees and the organisation. Display respect, empathy, understanding and patience towards disabled employees at all times. Interact and communicate with other staff in the interests of the organisation, disabled employees and achieving a consistent approach to the administration function. 	<p>By exception: instances of non-compliance.</p> <p>Customer feedback will confirm.</p> <p>By exception: instances of non-compliance.</p> <p>Feedback from Disability Employment Standards audit will confirm.</p> <p>Internal reviews and feedback will confirm.</p>

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Financial	<ul style="list-style-type: none"> • Ensure that any expenditure is approved by the Operations Manager. • Provide input to the Operations Manager in relation to the annual budget process if requested. • Acquit petty cash purchases and reconcile petty cash in accordance with Oak Tasmania policy and procedures. 	<p>All expenditure is approved.</p> <p>Input provided as requested.</p> <p>Petty cash balanced and expenditure authorised.</p>
Professional	<ul style="list-style-type: none"> • Uphold the philosophy of the organisation and work for its achievement and work towards a standard of excellence. • Ensure continued participation in own self development. • Attend and contribute at staff meetings and training sessions as required. 	<p>Feedback from advocates, parents, carers and significant others reflects ethical behaviour.</p> <p>Completion of training, attendance at meetings, seminars etc.</p> <p>Meetings attended.</p>
Safety	<ul style="list-style-type: none"> • Maintain a safe work environment for staff, employees and visitors. • Report and document incidents in accordance with the policies of the organisation. 	<p>Safety audits are up to date and safety policy and procedures followed.</p> <p>Completed as per Oak's policy.</p>

KEY RESULT AREA'S	KEY TASKS	KEY PERFORMANCE INDICATORS (KPI)
Safety..(continued)	<ul style="list-style-type: none"> • Implement correct fire safety procedures. • Ensure personal work practices comply with the organisation's Occupational Health and Safety Policies and Procedures. • Ensure that defective or unsafe equipment is identified and rectified and report this to the Manager immediately. 	<p>Training and drills undertaken to standard</p> <p>Incident reports will confirm.</p> <p>Completion of audit reports to Manager.</p>
Level of responsibility	<ul style="list-style-type: none"> • Be accountable for the standard of personal work performed including quality, timeliness, cleanliness and accuracy. • Exercise initiative, discretion and judgement within the range of skills and knowledge expected at this level. • Maintain employee and organisation confidentiality. • Maintain a safe and clean and efficient office environment. • Perform such other duties as are allocated from time to time. 	<p>Achievement of work targets and objectives.</p> <p>Results of annual appraisal.</p> <p>By exception, number of breaches</p> <p>Safety audits completed</p> <p>Perform duties as required.</p>



CERTIFICATION

I have carefully reviewed this Position Description and I am satisfied that it fully and accurately describes the requirements of the position:

John Paton
Chief Executive Officer

Signature: _____

Date: _____

I acknowledge that I have read and understood this position description and I accept that it accurately reflects my position, duties, level and responsibilities.

I also acknowledge that:

- This position description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me, after discussion. Where additional training or support is required to fulfil additional or other duties of a similar level of responsibility it will be provided.
- The position description will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPI's), where included in this document, are indicative. KPI's will be set by Oak Tasmania after discussion with me, for each year (or other set period) and my performance will be reviewed against those KPI's.

Employee Name: _____

Signature: _____

Date: _____