

COTA VOLUNTEER ROLE DESCRIPTION



TITLE OF POSITION: Administration Officer

CLASSIFICATION: Volunteer

DURATION: February 2017- December 2017

LOCATION: COTA office and specific offsite locations

ROLE OBJECTIVE

Manages and executes administrative, project, and executive support activities of the COTA office. Reporting directly to the Operations Manager, serves as principle point of administrative contact and liaison with internal and external constituencies. Provides and/or oversees the provision of direct staff support to the office. Provides specialist administrative services as appropriate in such areas as fiscal management; public/community relations; faculty, staff affairs; general business administration; and/or development and relations, depending upon the functional area supported.

Responsibilities and Duties: (Other duties may be assigned as appropriate.)

- Oversees and administers the day-to-day activities of the office; develops policies, procedures, and systems which ensure productive and efficient office operation.
- Provides assistance and support to the office principal in problem solving, project planning and management, and development and execution of stated goals and objectives.
- Supervises the work of employees in supporting roles, including assigning workload and monitoring employee performance.
- Oversees and facilitates resources management and administration procedures and documentation for the principal.
- Performs research and analysis on specific issues, as required, and independently prepares non-routine letters and/or reports, which may be highly sensitive and confidential in nature.
- Serves as the primary point of administrative contact and liaison with other offices, individuals, and institutions on operational and programmatic matters concerning the office.
- Organises and facilitates meetings, conferences, and other special events; coordinates and attends committee meetings, and participates in committee discussions, as appropriate.

- Coordinates the disposition and/or resolution of individual problems and disputes involving faculty, staff, students, and/or members of the general public, as they arise.
- Oversees the operation of office accounts, and plans and monitors expenditures; as appropriate, develops and/or coordinates budgets for the office and associated accounts.
- Provides and/or oversees provision of staff support to the office, to include handling walk-up and phone interactions, maintaining calendars and travel arrangements, screening, analysing, and responding to incoming correspondence, handling day-to-day problems and situations, and provision of secretarial support.
- Provides assistance in the understanding and interpretation of the organisation's policies and procedures, as appropriate, and ensures that office operations are in compliance with policy provisions and standards.
- Assists in the coordination, supervision, and completion of special projects, as appropriate.
- Performs miscellaneous job-related duties as assigned.

Time Commitment

- Hours and days are flexible but generally Monday through Friday, between 8.30am – 2pm
- Must be available for special events and training

Organisational Relationship:

The position is responsible to the Operations Manager.

Education and Experience

- Have job-related experience and working in a non-for-profit sector

Skills

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to gather data, compile information, and prepare reports.
- Records maintenance skills.
- Skill in budget preparation and fiscal management.
- Ability to use independent judgment and to manage and impart confidential information.
- Ability to analyse and solve problems.
- Ability to plan, develop, and coordinate multiple projects.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.

- Skill in organising resources and establishing priorities.
- Ability to lead and train staff.
- Conflict resolution and/or mediation skills.
- Demonstrated ability to maintain confidentiality.
- Word processing and/or data entry skills.
- Knowledge of office management principles and procedures.
- Ability to make administrative and procedural decisions and judgements on sensitive, confidential issues.
- Skills in the use of database management, word processing, spreadsheet, and/or presentation software.
- Organising and coordinating skills.
- Ability to foster a cooperative work environment.
- Knowledge of general accounting principles.
- Knowledge of human resources administration principles and practices.
- Effective verbal and written communication skills.
- Knowledge of administrative policies and procedures as applied to not-for-profit organisations.

Personal Qualities

- Patience and empathy
- Enjoy working with groups and individuals
- Understanding of cultural differences.

Policies and Procedures

COTA policies apply to volunteers as they do to staff. Some examples of these policies include:

- Volunteer Policy
- Police Check Policy
- Grievance Policy
- First Aid Policy
- Work Health and Safety Policy