

## Position Description

### Position Title: **Administrative Assistant**

Reporting to	Finance & Legal Manager
Liases with internally	Managing Director, Workshop, Sales Consultants, People & Culture, Finance & Legal, Marketing & Design, Engineering, QLD Office, WA Office
Liases with externally	Customers, Stakeholders
Purpose of the Position	This role serves as crucial office support for the John Valves team, playing a pivotal role in ensuring the seamless operation of the business. It serves as the cornerstone of our operations, focusing on delivering exceptional customer support while effectively managing diverse tasks and navigating complex situations concurrently. In addition to handling multiple responsibilities, this position plays an integral role in enhancing our operational capacity, ensuring continuity for John Valves, our dedicated team, and our valued customers.
Behaviours/Values	<p>Respect – We value all people, opinions, abilities and qualities</p> <p>Quality – Do it Once; Do it Right</p> <p>Integrity – Trust our service, people and products</p> <p>Teamwork – Where Everyone Wins</p> <p>Transparency – Dealing honestly and fairly with everyone</p> <p>Customer Focus – Your happiness is our success</p>
Essential Criteria	<p>As a member of the team at John Valves the Administrative Assistant will assist in providing responsive, quality customer service to a wide range of business customers.</p> <ul style="list-style-type: none"> <li>• <i>Attention to Detail:</i> always requiring a high level of accuracy and attention to detail</li> <li>• <i>Confidentiality:</i> can handle sensitive information with discretion and maintain confidentiality at all times</li> <li>• <i>Communication Skills:</i> Strong written and verbal communication skills are essential for interacting with colleagues, clients and external stakeholders</li> <li>• <i>Time Management:</i> the ability to prioritise tasks, manage time efficiently, and meet deadlines is crucial for success in this role</li> <li>• Excellent numeracy and literacy skills</li> <li>• <i>Computer Proficiency:</i> proficiency in using office software such as word processing, spreadsheet, presentation software and be familiar with email and calendar management</li> <li>• <i>Problem-Solving Skills:</i> you should be resourceful and able to solve problems independently and escalate issues to higher management as required</li> <li>• <i>Interpersonal Skills:</i> you should build positive relationships with colleagues, clients, and customers and have a professional demeanour</li> <li>• <i>Adaptability:</i> you will be able to adapt to changing priorities and handle unexpected situations calmly and efficiently</li> <li>• <i>Team Player:</i> you will be collaborative and willing to support colleagues at all times.</li> </ul>
Preferred Criteria	<ul style="list-style-type: none"> <li>• Qualifications or Certification in Business Management or at least 2 years administrative experience required. Training will be provided.</li> <li>• Manufacturing background an advantage.</li> </ul>

Key Performance Indicators	<ul style="list-style-type: none"> <li>• Punctuality</li> <li>• Learn and apply fundamental business administration principles under the guidance of experienced professionals</li> <li>• Assist staff from manufacturing environment as appropriate</li> <li>• Writing clear and specific emails</li> <li>• Taking diligent notes of phone conversations or messages and delivering messages accurately and promptly</li> <li>• Proposing creative solutions for how they might improve processes in the office environment</li> <li>• Seeking learning opportunities</li> <li>• Studying and learning new technology and processes proactively</li> <li>• Maintaining positive work relationships</li> <li>• Collaborate with team members to ensure efficient office management processes</li> <li>• Adhere to company policies, safety guidelines, and industry standards</li> <li>• Continuously learn and develop skills through on-the-job training and formal education programs</li> </ul>
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## Tasks and Responsibilities

### For the Workplace

- Adhere to human resources policies including anti-discrimination, harassment, bullying and victimisation policies
- Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment
- Display a positive attitude and be an active member of the team
- Treat others with respect
- Follow directions provided by senior members of the team, where authorised

### Key Responsibilities for the Role

#### Administrative Assistant

- Handling incoming calls, emails and other forms of communication, ensuring timely responses
- Preparing and sending out correspondence (eg. Memos, reports, letters)
- Providing general administrative support to the team or departments as required
- Handling day-to-day administrative tasks
- Coordinating travel arrangements, including flights and accommodation and itineraries
- Organising, filing and maintaining both physical and digital documents and records
- Assisting with document formatting as required
- Entering, updating, and maintaining databases with accurate and up-to-date information
- Minutes - OH&S Committee and representing the Finance & Legal area in all OH&S requirements
- Maintaining office supplies and inventory
- Ensuring the smooth operation of office equipment (e.g. computers, printers, copiers etc)
- Greeting visitors and clients, providing them with necessary information, and directing them to appropriate personnel
- Maintaining confidentiality of sensitive company information, employee records, and client data and is handled securely and in compliance with company policies
- Ensuring adherence to privacy policies and data protection regulations
- Answering inquiries and assisting with problem-solving, ensuring a positive experience for clients and customers
- Maintaining a professional and welcoming office environment

- Organising and managing Board room space, including overseeing the cleanliness and functionality of meeting etc
- Other duties as directed by Management

## Key Competencies

- Effective Collaboration with all staff whether from the workshop or office environment
- The ability to perform routine and non-routine tasks with an eye for small details and a high degree of accuracy
- The ability to work independently and exercise initiative within the appropriate scope of the role
- A work ethic which includes a willingness to learn and undertake professional development activities including on the job training and external training
- Evidence and experience using a range of computing software, including databases and MS Office applications
- Excellent verbal and written communication skills both in person & via email/phone
- Ability to juggle competing demands, ensuring that deadlines are met
- Ability to work cooperatively and respectfully with others from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Strong organisation skills, with ability to prioritise and follow through
- Foster a trusting, inclusive and mutually supportive environment and treat each individual with dignity, integrity and respect
- Contribute to a culture that promotes the safety and wellbeing of all employees.

## Standard Management

- Strict compliance with all John Valves systems, standards, policies and procedures
- Promoting safety and risk management initiatives at all times
- Ensure activities meet with and integrate with organisational requirements for; expected workplace behaviours, quality management, health and safety, legal stipulations, environment policies and general duty of care
- Comply with Occupational Health and Safety standards in accordance with OH&S manual.

This Position Description is intended to describe the general nature and level of work that is to be performed by employees assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this Position Description may be changed at Company discretion and activities may be added, removed or amended at any time.

I acknowledge the duties set out in the Position Description above and understand that the Position Description and duties may alter from time to time to suit the needs of the business.

**Name:** \_\_\_\_\_

**Signature of Employee:** \_\_\_\_\_

**Date:** \_\_\_\_\_