

11 August 2021

# Office Coordinator

## POSITION DESCRIPTION

<b>Job Title:</b>	<b>Office Coordinator</b>
<b>Location:</b>	<b>'Green Building' at Level 3, 60 Leicester Street, Carlton, VIC, 3053</b>
<b>Status:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>1.0 EFT</b>
<b>Grade:</b>	<b>Conservation Officer Grade 3 (Year 1 to 8) – subject to skills &amp; experience</b>
<b>Salary Range:</b>	<b>\$81,406 - \$89,390 + Superannuation</b>
<b>Probation:</b>	<b>A three-month probation period applies</b>
<b>Reports to:</b>	<b>Finance &amp; Operations Manager</b>
<b>Direct Reports:</b>	<b>None</b>

## About the VNPA

The Victorian National Parks Association (VNPA) has been one of Victoria's leading nature conservation organisations for almost 70 years. VNPA has been instrumental in the establishment of Victoria's national parks system, and we continue to advocate for better protection and management of nature in our state. VNPA is an independent, not-for-profit, membership based, community organisation. We currently have a team of 16 staff, and have a large cohort of volunteers, members and supporters.

Our vision: Victoria is a place with a diverse and healthy natural environment protected, respected and enjoyed by all.

## Position Aim

The Office Coordinator is responsible for ensuring the smooth operation of the VNPA office. This position acts as the first point of contact for members, supporters and the public by providing a positive, professional and welcoming environment. The Officer Coordinator works closely with all staff to ensure quality and reliable systems and procedures are maintained, and provides key administrative support for a range of tasks including the member and supporter database, membership administration, processing accounts payable and receivable, general administration and assisting with meetings and events.

## Key Duties

- Coordinate reception and front desk services as the first point of contact for members and the public including telephone reception, email management, incoming and outgoing mail, membership and website enquiries; and office visitors.

- Coordinate supporter administration including the timely processing of membership applications, renewal notices, donation receipts, regular giving schedules and thank you letters from receipt through to banking.
- Coordinate day to day administration of the VNPA's membership and supporter database including data entry, data maintenance, user access, basic staff assistance, standard reporting/analysis, general documentation and problem solving.
- Coordinate the accounts payable process from source transaction through to electronic payment.
- Coordinate general office tasks including office equipment service and repairs; room bookings; key register; document management, filing and archiving; purchase of staff amenities; mail outs; stationery orders; etc.
- Coordinate office volunteers in liaison with the Finance & Operations Manager
- Maintain the Office Procedures Manual and the Council's Compendium of Policies.
- Supervise casual and project staff, consultants and volunteers, as required.
- Assist with VNPA meetings and key VNPA member and donor events as directed (such as the AGM and other supporter events) in collaboration with other staff, volunteers and Council;
- Assist with improving administrative systems and processes
- Assist with OHS compliance in liaison with the Finance & Operations Manager
- Other appropriate administrative duties as required.

### **Key Selection Criteria – Essential Skills and Qualities**

- Demonstrated experience in office coordination and financial administration.
- Demonstrated experience using a CRM system such as eTapestry or similar.
- Intermediate IT knowledge and computer skills including experience with Microsoft Office/Office 365 (Word, Excel, Outlook, SharePoint, Teams), MYOB (or equivalent) and content management systems.
- Ability to deliver a high standard of work with good attention to detail.
- Strong organisational skills with the ability to prioritise multiple tasks and meet deadlines.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- A diploma, certificate or degree in a related field.
- Empathy with and commitment to VNPA's vision and mission.

### **Desirable Skills and Qualities**

- Previous experience in the not-for-profit sector.

### **General conditions**

All VNPA staff and volunteers are required to:

- Act at all times in accordance with the VNPA Code of Conduct
- Observe relevant OH&S procedures and organisational policies and procedures

- Work collaboratively with all staff, supporters, volunteers and contractors
- Support a child safe organisation by being respectful to children and young people and to comply with relevant legislative requirements
- Ensure confidentiality of VNPA information

Staff are subject to:

- Probationary period of 3 months from commencement of employment.
- Performance review at 3 months and 12 months from commencement of employment
- Feedback from VNPA Manager and other staff.

#### **Salary and conditions:**

The position will be based at the VNPA Melbourne Office, which is based in the award winning 'Green Building' at Level 3, 60 Leicester Street, Carlton.

The position reports to the Finance and Operation Manager.

VNPA staff work under an Employment Agreement. VNPA is a flexible work place. There is no provision for payment of overtime, however, time off in lieu is offered for any additional hours worked up to 10 days. The Employment Agreement provides for 4 weeks annual leave, and additional 'shut-down' leave is offered between Christmas and New Year.

The position is subject to a satisfactory performance review to be conducted 3 months after appointment.

#### **Remuneration:**

Conservation Officer Grade 3 (Range Year 1 – Year 8). The current salary range is \$81,406 to \$89,390.