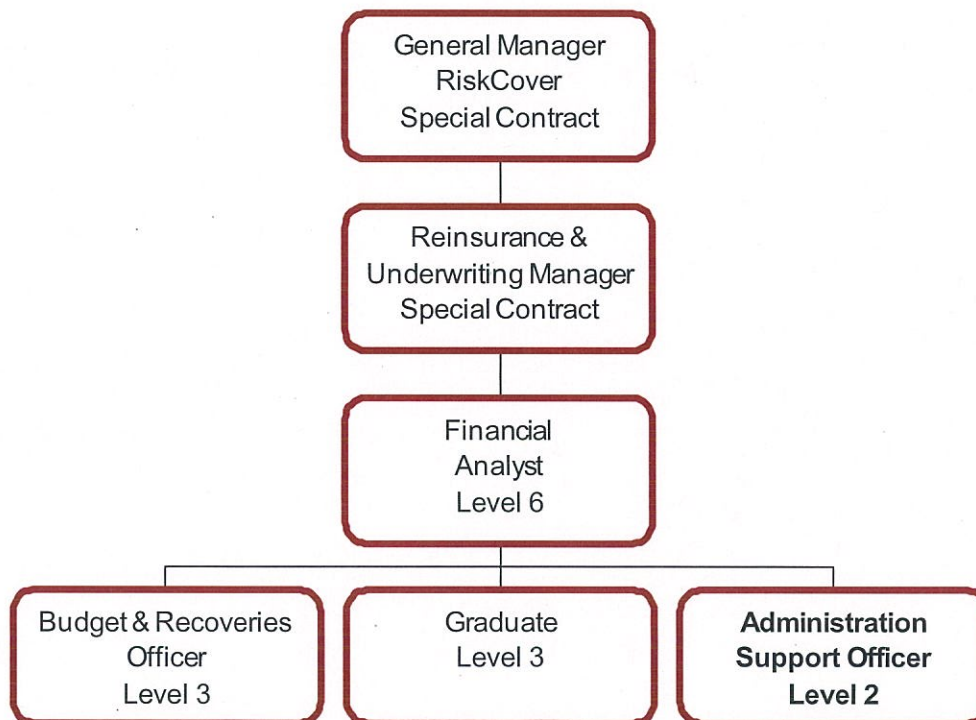


Job Description Form

1. Position Identification

POSITION TITLE	Administration Support Officer
CLASSIFICATION	Level 2
POSITION NUMBER	940937
GROUP	Insurance Operations
DIVISION	RiskCover
SECTION	Financial Support Services
LOCATION	Perth
EFFECTIVE DATE	June 2016

2. Reporting Relationships



3. Certification

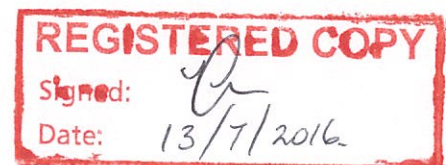
The details contained in this document are an accurate statement of the position's responsibilities and requirements.

General Manager RiskCover

Signature

Jonice Larcha
30 June 2016

Date



4. Role

The purpose or prime function of this position is:

To provide support for the delivery of core business functions through the completion of specific administrative support tasks.

5. Key Responsibilities

The following is a list of the typical key responsibilities with an indication of the priority placed on them. This is not a comprehensive list of all duties.

Duty No.	Details	Priority %
1	FINANCIAL AND ADMINISTRATION SUPPORT SERVICES	95
1.1	Arranges claimant travel and accommodation as required and reconciles the claimant travel account on a monthly basis.	
1.2	Undertakes records management and other record storage related functions including: <ul style="list-style-type: none"> Retrieval and return of files and documents from offsite storage facilities. Maintaining accurate offsite storage and retrieval records. 	
1.3	Provides training administration and coordination services for training and education events, including event registration management, invoicing, receipting and reconciliation.	
1.4	Coordinates the distribution of client cab charge / taxi vouchers.	
1.5	Provides support for agency communication via Interact.	
1.6	Provides financial support services including: <ul style="list-style-type: none"> Processing of claim recovery receipts, stop cheque cancellations and overpayments. Reconciliation of finance and insurance systems for various funds. Processing invoices for recoups of claim expenses. 	
1.7	Provide backup administrative and secretarial support services to the General Manager RiskCover Division as required, including: <ul style="list-style-type: none"> Diary management. Records management. Organising meetings, collation and distribution of agenda papers. Document production and desktop publishing. 	
1.8	Provides backup general office support services (office machine maintenance, consumable coordination and other office related activities) as required.	
2	OTHER	5
2.1	Contributes to a positive work environment that reflects the values of the Insurance Commission.	
2.2	Undertakes other duties as directed.	
<p><i>All key responsibilities are to be carried out in the context of all Insurance Commission policies and procedures and in the spirit of our Core Values:</i></p> <p>Simplicity Teamwork Accountability Integrity & Openness Respect & Compassion</p>		

Requirements of the Position (or Selection Criteria)

Customer Service Focus

- Demonstrated customer service focus with proven ability to work in partnership with clients, establish relationships, anticipate client needs and ensure services meet client needs.

Teamwork

- Demonstrated ability to work as part of a team that exhibits a constructive and collaborative working environment characterised by diversity and tolerance.

Communication Skills

- Demonstrated ability to effectively communicate with a diverse range of people using verbal and written skills.

Experience

- Knowledge of and/or experience in administrative support and coordination.
- Knowledge of and/or experience in financial processing.

6. Appointment Details

INDUSTRIAL AGREEMENT AWARD	Insurance Commission of Western Australia's Relevant Industrial Agreement
SPECIAL CONDITIONS	Nil