

JOB DESCRIPTION

Administration Assistant (50D)

Level:	Level 2
Position Number:	40001041
Location:	Geraldton
FTE:	0.60
Division:	Business Development & Strategic Partnerships
Branch:	Jobs & Skills Centre GER
Agreement:	Public Sector CSA Agreement 2024 (and subsequent agreement/s)
Award:	Government Officers' Salaries Allowances and Conditions Award 1989

ABOUT THIS POSITION

The Jobs and Skills Administration Assistant is the first point of contact for clients visiting or calling the Jobs and Skills Centre, including students, jobseekers and career changers. The role provides responsive support to Aboriginal people, culturally diverse clients, youth and people with disabilities. It delivers quality customer service and administrative support to internal and external clients and engages with the local community and industry to support local prosperity.

The position also manages appointment bookings for specialist services, organises group workshops, and provides general administrative support to the Jobs and Skills Centre.

POSITION'S RELATIONSHIPS

THIS POSITION REPORTS TO:

Manager Jobs & Skills Centre GER	Geraldton	Level 6
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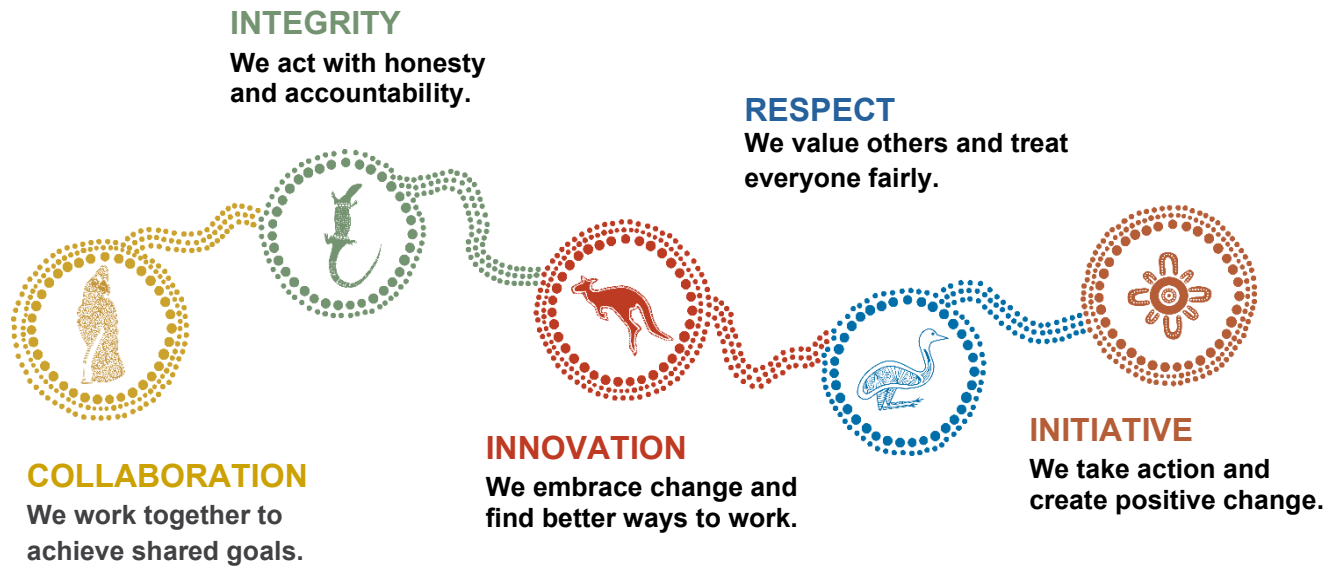
OTHER POSITIONS REPORTING TO ABOVE POSITION:

Employment & Career Advisor	Geraldton	Level 4
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OFFICERS UNDER DIRECT RESPONSIBILITY:

Nil

OUR VALUES



KEY ROLE INFORMATION

KEY RESPONSIBILITIES OF THE POSITION:

- Provides quality customer service, greets all clients, provides information on the range of services available and assists each client to identify the service relevant to their needs.
- Is responsible for accurately recording service delivery using the client records management system.
- Supports positive collaboration between Jobs and Skills Centre staff and co-located service providers.
- Facilitates information sharing and client referrals between individual JSCs and with/to other service providers as appropriate.
- Ensure that all administrative procedures are consistent with relevant legislation, compliance requirements and College policies and procedures.
- Relieve other administrative staff as required.
- Undertakes other duties as required.

SELECTION CRITERIA

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Personal Leadership and the ability to demonstrate and apply the expected leadership behaviours.

ESSENTIAL:

- Aboriginality is a genuine qualification and is authorised under Section 50 (d) of the Equal Opportunity Act 1984.
- Knowledge or experience in providing customer service to diverse clients.

- Well-developed written, interpersonal and verbal communication skills with the ability to communicate effectively with colleagues, internal and external clients and stakeholders at all levels.
- Demonstrated organisational and time management skills with the ability to use initiative and prioritise workload to meet deadlines.
- Well-developed computer skills in an office environment
- Well-developed knowledge in administrative, reception duties and clerical functions and maintain client confidentiality.

DESIRABLE:

- Nil

OTHER REQUIREMENTS

- May be required to work from any College campus.
- Possession of a C or C-A Class Driver's Licence.
- Possession of a current Working with Children Check.
- A successful criminal record screening clearance (Nationally Coordinated Criminal History Check – Department of Education).

CERTIFICATION

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



Karen Watts
Executive Director Training Strategy & Development

22 April 2026

LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

THE LEADERSHIP CONTEXT FOR THIS ROLE IS: PERSONAL LEADERSHIP

Leadership Expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of Executive Leader for this position.

Lead collectively	You acknowledge the relationship between your work and the value it contributes to your team. You understand the College's objectives and can express how your work relates and contributes to achieving operational excellence.
Think through complexity	You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as necessary.
Dynamically sense the environment	You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
Deliver on high leverage areas	You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.
Build capability	You actively contribute to the development of your team's capability, ensuring you support your team members.
Embody the spirit of public service	You promote and show respect for the College in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the College.
Lead adaptively	You are continually learning and adjusting your approach to be effective in the changing work environment.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.