



Clerical Officer Regional Office

Position number	Generic
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 1.
Reports to	Various
Direct reports	Nil

Context

There are eight Education Regional Offices staffed by a Regional Executive Director, Coordinators Regional Operations, Coordinator Regional Services, administrative, support and professional staff. These officers are responsible for assisting schools and school networks in their region.

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Key responsibilities

- Provide general administrative support, including undertaking basic research and preparing correspondence, notices and other materials.
- Undertake reception duties, including greeting visitors, answering the telephone and responding to routine enquiries and requests for information.
- Distribute and collect documents, forms and mail.
- Input data and generate routine reports and other documents from databases.
- Operate and maintain office equipment, including monitoring and ordering office consumables.
- Assist with travel arrangements, including booking flights and accommodation.

Selection criteria

1. Demonstrated experience in clerical and administrative duties with ability to organise and prioritise tasks effectively.
2. Demonstrated good oral and written communication skills including the application of customer service principles and practices.
3. Demonstrated ability to use computers and a range of application software packages, particularly databases, spreadsheets and word processing.
4. Demonstrated good interpersonal skills and ability to work as part of a team.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

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

ENDORSED

Date 4 March 2020
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