



Network Help

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POSITION DESCRIPTION – Administration Assistant

Position Information	
Position Title:	Administration Assistant
Department/Division	Business Support
Date Prepared:	22 February 2008
Nature Of Appointment:	Full Time Employee (40 hours per week)
Location:	Heidelberg

Reporting Relationship				
Reports To:	Business Support Manager – Mandy Saliba (Managing Director – Jeremy Stagg)			
Relationships:	Engineers	Colleagues	Accountant	Suppliers
	Clients	Prospective Clients	Business Associates	Partners

Network Help Background

NETWORK HELP commenced trading in 1998 and is a Melbourne based IT Company specialising in the delivery of professional network support, management and associated services to small-medium enterprises, government and education entities. This includes the supply and installation of a wide range of tested and quality-guaranteed hardware and software, together with professional services for the ongoing management of your network's requirements as a core aspect of the business. Approved vendors include Hewlett-Packard , Novell , SUSE LINUX , IBM Lotus , Computer Associates , Tobit , NetComm , SurfControl , VMware , Sun microsystems, SonicWALL , CodeWeavers , Emerson Network Power , Lynx , Arkeia , Cisco Systems , & Microsoft. NETWORK HELP is also the founding partner of, a formal partnership of seasoned companies and consultants specialising in a wide range of IT services throughout Melbourne, Adelaide, Sydney, Tasmania and NZ.

Core Responsibilities

This position provides a range of functions to Network Help, including:

- Reception and administration support.
- Bookkeeping, debt collection and payroll functions.
- Maintaining a well-organised and efficient office environment.
- Customer and Supplier Liaison

Key Performance Indicators

1. General satisfactory ongoing achievement of tasks.
2. Effective management of day to day office arrangements.
3. Efficient use of office programs and QuickBooks.
4. Contributing to Network Help operation and other activities.
5. Satisfaction of performance by Network Help management, including performance against agreed annual performance objectives.

Attitude

- The position will work with a small, but growing team, and perform a diverse range of functions.

The successful candidate will:

- Have an ability to work unsupervised and to be able to use initiative.
- Have an open mind, and be confident and willing to take on new challenges.
- Possess an innovative mythologies and demonstrated initiatives
- Understand that in a small growing business staff need to carry out low-level tasks as well as more interesting ones.

Specific Duties/Key Responsibilities	Estimated % of time
<p>Office Administration</p> <ul style="list-style-type: none"> • Provide reception duties between 8.30am-5.30pm: • Be the first point of contact for office visitors; • Answer the telephone and deal with inquiries appropriately. • Assist staff in areas of accounting, budgeting, IT and general office procedures. • Correspondence (incoming and outgoing) management. • Maintain stationery supplies, including business cards, and office equipment. • Maintain registers/worksheets, such as for assets. • Purchase / shopping for stationery, equipment, meeting and lunch refreshments. • Management of petty cash. • Follow-up outstanding invoices. • General office maintenance, eg: cleaning fridge/emptying bins/tidying/cleaning dishes. • Facilities management and general up-keep of office, including liaison with appropriate bodies regarding property issues. • Maintaining office systems. 	
<p>Accounts</p> <ul style="list-style-type: none"> • Use QuickBooks to undertake range of bookkeeping and payroll functions (as outlined below and as reasonably required from time to time). • Manage creditor and debtor invoicing, receipts and payments (including staff and contractor expenses). • Perform regular financial, petty cash and bank reconciliations. • General banking duties. • Production of monthly company and project financial reports. 	
<p>Administrative Support</p> <ul style="list-style-type: none"> • Provide administrative support to Network Help employees and contractors, including: • Photocopying/faxing • Expense management for senior staff • Preparation of correspondence • Organising meetings • Arranging meeting refreshments • Make Travel arrangements reservations. • Prepare straightforward documents, which may include: routine correspondence, draft submissions, reports and progress reports, prepare agendas, minutes of meetings etc. • Specific project reporting, such as for Victoria Government eServices. 	
<p>Miscellaneous</p> <ul style="list-style-type: none"> • Event co-ordination of workshops, seminars and special events. • Change back-up tapes. • Organise and participate in monthly staff meetings.(minutes) • Provide reports and conduct data collection as required. • Weekly completion of timesheet • Other activities and priorities as reasonably determined by the needs of Network Help 	

Key Selection Criteria		
	Essential	Desirable
Qualifications	<ol style="list-style-type: none"> 1. Completion of VCE (or equivalent) levels of education. 2. Office administration or other relevant qualification. 	<ol style="list-style-type: none"> 1. Training and qualifications in QuickBooks software. 2. Successfully completed or currently undertaking a Business Degree or equivalent degree or qualification.
Experience and Knowledge	<ol style="list-style-type: none"> 1. At least 1-2 year's experience working in similar role. 2. Demonstrated experience in use of QuickBooks software. 3. Demonstrated ability to use initiative and attention to detail. 4. Demonstrated experience in coordination/organisation of functions of special events. 5. Demonstrated ability to work independently and as part of a team. 	<ol style="list-style-type: none"> 1. Experience with other accounting software. 2. Experience in organising meetings.
Competences and Attributes	<ol style="list-style-type: none"> 1. Excellent word processing and computer skills, including Microsoft Office (Word, Excel, PowerPoint). 2. Good typing skills (60 wpm). 3. Professional and friendly telephone reception and customer service skills. 4. Excellent organisational skills. 5. Excellent attention to detail. 6. Excellent communication and interpersonal skills. 7. Ability to prioritise work. 8. Highly motivated, whilst at the same time being organised and systematic. 	
Other Selection Criteria	<ol style="list-style-type: none"> 1. Possession of a current driver's licence. 2. Has own vehicle and ability to independently travel. 3. Cleared police record check 	