
Administration Assistant Job Profile

BSBCMN402A Develop work priorities

Elements

Plan and complete own work schedule
Monitor own work performance
Coordinate professional development

BSBCMN407A Coordinate business resources

Elements

Determine resource requirements
Acquire and allocate resources
Monitor and report on resource usage

BSBADM402A Produce complex business documents

Elements

Use safe work practices
Analyse document requirements
Design complex documents
Produce documents

BSBFLM402A Show leadership in the workplace

Elements

Model high standards of management performance and behaviour
Enhance the organisation's image
Influence individuals and teams positively
Make informed decisions

BSBFLM403A Manage effective workplace relationships

Elements

Gather, convey and receive information and ideas
Develop trust and confidence
Build and maintain networks and relationships
Manage difficulties to achieve positive outcomes

ICAITWOO1B Work effectively in an information technology environment

Elements

Comply with general IT policies and procedures
Promote the organisation and the IT department in a manner consistent with the organisational mission
Identify IT equipment/software and operating system supported by the organisation

ICAITU005B Operate computer hardware

Elements

Use appropriate office peripherals
Operate and maintain a range of hardware
Use keyboard and equipment

ICAITU006B Operate computing packages

Elements

Use appropriate software
Access, retrieve and manipulate data
Access and use help
Use keyboard and equipment

CPMM63BA Access the Internet

Elements

Identify and use local resources
Identify and use remote resources

WRRCS3B Interact with customers

Elements

Deliver service to customers
Respond to customer complaints
Receive and process sales orders
Identify customers' special requirements

THHCOR01B/01 Communicate in the workplace

Elements

Maintain personal presentation standards
Provide service to colleagues and customers
Work in a team

THHGCS03B Deal with conflict situations

Elements

Identify conflict situations
Resolve conflict situations
Respond to customer complaints

BSBADM405 Organise meetings

Elements

Make meeting arrangements
Prepare documentation for meetings
Record and produce minutes of meetings

CHCOHS301A Participate in workplace safety procedures

Elements

Identify hazards and assess risk
Follow procedures and strategies for risk control
Contribute to OHS in the workplace

CHCADMIN5A Work within the administration protocols of the organisation

Elements

Complete workplace forms and documents
Store and maintain organisational information
Use and maintain equipment and machines
Manage inquiries in accordance with organisational policy and protocol

CHCINF3B Coordinate information systems

Elements

Gather and record information
Prepare and present reports
Supervise processes for collection, use, storage and dissemination of information

CHCORG3B Participate in the work environment

Elements

Contribute to the effective operation of the workgroup
Review and develop own work performance
Work cooperatively with others
Contribute to the development of policies, practices and structures of an organisation

PSPLEGN301A Comply with legislation in the public sector

Elements

Identify legislative requirements
Comply with legislative requirements
Report incidents of non-compliance

CHCCOM3B Utilise specialist communication skills to build strong relationships

Elements

Identify appropriate communication strategies to meet the needs of clients and colleagues and build strong relationships
Conduct effective communication with clients and staff
Contribute to the development of effective communication strategies
Represent the organisation to a range of groups
Apply specific communication techniques to assist in resolving conflict
Implement mechanisms that facilitate group discussions

THHSCAT02B Plan the catering for an event or function

Elements

Identify overall event objectives and scope

Prepare the catering concept for an event or function

Prepare and implement an operational plan for catering of an event or function