

## **SAMPLE JOB DESCRIPTION FOR CHILD CARE CENTRES**

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### **Clerical Officer Level 3**

**1. Title of position**

Clerical Officer Level 3

**2. Award/Agreement**

Refer here to relevant NAPSA, PCSA, AWA, collective agreement or Clerks (South Australia) Award

**3. Special conditions**

Attend out of hours meetings, training and service functions if required

**4. Position objectives**

- Support the centre's philosophy of care
- Ensure the delivery of high quality administrative support for the centre
- Maintain confidentiality
- Develop continual learning practices to increase own professional knowledge

**5. Requirements of the job**

**Skills**

- Effective written and verbal communication skills
- Well developed interpersonal skills
- Ability to accept supervision and direction
- Ability to interact with children in a positive, supportive and respectful manner
- Ability to work within a team
- Ability to contribute to group discussions
- Advanced word processing and keyboard skills
- Operation of a range of computerised communication devices
- Computer use, including software packages, spreadsheets, graphics, maintenance of records management systems, extraction of information from internal and external sources
- Ability to prepare and maintain more complex records, including payment summaries, wages, ledgers and other relevant duties as required
- Filing and batching skills
- Ability to direct and train, less experienced workers
- Ability to handle more complex enquiries, requests and reception duties
- Ability to organise and manage appointments and schedules

**Knowledge**

- Of the centre's philosophy, policies and procedures
- Sound knowledge of all appropriate office procedures
- Of complex computer operations and packages including spreadsheets
- Of adult learning principles
- Of Goods and Services Tax is essential

**Experience and/or qualifications and/or training**

- Completion of word processing and spreadsheet packages desirable
- Completion of training in office procedures, including wages, desirable
- Experience in reception, clerical duties and basic computer operation required

**6. Responsibilities and duties**

- Read, understand and work within the centre's philosophy, policies and procedures
- Reception duties and other relevant tasks as directed
- Maintain appropriate records in good order
- Prepare financial and record keeping reports for relevant government departments, other organisations and the director/Management Committee
- Handle incoming and outgoing mail
- Word processing including development of files and spreadsheets
- Petty cash management including record keeping
- Prepare wages including record keeping
- Liaise with parents in a professional and supportive manner
- Deal with customer enquiries
- Direct and supervise lower level staff
- Report any emergency or hazard to the director or, if unavailable, the interim person in charge

**Occupational Health Safety and Welfare**

- Take responsibility to read and understand relevant information
- Take reasonable care to protect his or her own safety in the workplace and avoid adversely affecting the health, safety and welfare of any other person through any act or omission, neglect or misconduct at work.

**7. Organisational relationships**

- Responsible to the director and through her/him to the Management Committee.
- Number of staff reporting to this position, as directed by Management
- Number of volunteers reporting to this position, as directed by Management

**8. Extent of authority**

- Responsible and accountable for own work, which is performed within established guidelines.
- Works under general direction of director
- Work outcomes are monitored
- There is freedom to act and use initiative within established guidelines
- Supports less experienced workers, students and volunteers

**DECLARATION**

I have read the Clerical Officer Level 3 Job Description and agree to carry out the responsibilities and duties of this position diligently and to the best of my ability.

Name .....

Date: .....

Signature: .....

Witness: .....

Position: .....

Date: .....

Signature: .....