



POSITION DESCRIPTION

Position Title:	Administration Assistant		
Department:	Program Services	Location	Garbutt Warehouse, Townsville
Reporting To (Title):	Operations Manager		
Employment Status	Permanent Part Time – 60 hours per fortnight, Monday to Friday, 9:00am to 3:36pm with 30-minute lunch break	Level	Clerks Private Sector Award Level 5
Award	Clerks – Private Sector Award		
Contacts and Critical relationships	Internal • Operations Manager • Warehouse and Stores team • PICC Programs and service teams • Finance, Corporate Office and administration staff External • Suppliers and freight providers • Program stakeholders and delivery contacts		

ABOUT THE ORGANISATION

The Palm Island Community Company is an Aboriginal Community-Controlled Organisation that delivers health and community services, community capacity building and economic development programs on Palm Island.

Through the establishment of a network of partnerships and collaborations, the ongoing recruitment and training of staff, and an uncompromising attitude towards the building of community capacity, PICC continues to make a real difference in the lives of the people it serves.

Boasting a successful history since it was established in 2007, PICC delivers innovative, community-driven programs that are squarely aimed at supporting and strengthening the social, cultural, health and economic fabric of the Palm Island community.

PICC continues to work hard to strengthen the infrastructure of the remote island and create local jobs for local people while delivering vital human services to community it serves.

The fundamental focus of the Company is underpinned by the belief that the residents of Palm Island are entitled to have ready access to the range of reliable and high-quality health and social services like those to which most Australians have easy access.

PICC is proud of its role in helping Palm Island to lead the way in the development of a new model of Indigenous community capacity building that has demonstrated success.



THE ROLE

Reporting to the Manager Operations, the Administration Assistant provides administrative and data entry support to the Garbutt Warehouse team. The role is responsible for entering orders, preparing order and dispatch documentation, maintaining accurate stock control records, assisting with purchase and receipt processing, and supporting end-of-month stocktake and general warehouse administration requirements.

TECHNICAL DUTIES

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Order and data entry administration, including: • Input orders into the purchase system accurately and in a timely manner • Prepare order documentation, picking slips and dispatch forms for warehouse processing • Update relevant systems with purchase, receipt and stock information • Maintain organised electronic and hard copy records as required	• Orders and data are entered accurately within required timeframes • Picking and dispatch documentation is complete and available to stores staff • Records are current, accurate and easy to locate
Purchasing and receipt support, including: • Assist with purchasing ordered items physically and online as directed • Process purchase receipts and scan receipts to Weel • Input relevant data into Weel and assist with finance data entry into MYOB as required • Assist with fuel request administration when required	• Purchasing tasks are completed in accordance with directions and PICC procedures • Receipts are processed, scanned and entered promptly and accurately • Finance-related information is entered accurately and escalated where required
Stock control and warehouse administration, including: • Input shop stock and warehouse stock information into relevant systems, including Square where required	• Stock records are maintained accurately and updated in relevant systems • Stocktake support is completed by required deadlines



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• Assist the Operations Manager and team with end-of-month stocktakes • Support stock control processes by maintaining accurate records and identifying discrepancies • Provide general administrative assistance to support timely order preparation and dispatch	• Discrepancies are identified and reported to the Manager in a timely manner
General responsibilities – all employees • Participate in Workplace Health and Safety training, risk management activities and safe work practices • Record incidents and near misses in line with PICC policy • Practice duty of care and comply with PICC policies, procedures and standards	• Training and required activities are completed and recorded • Incidents and hazards are reported promptly • Evidence of compliance is demonstrated through daily work practices and audits

NON-TECHNICAL DUTIES

RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Communicates with professional language to a range of people at all levels of organisations and community	• Ability to communicate on all levels with all Corporate and Senior staff members, direct reports, Clients and Visitors
Understands, works and communicates effectively with Aboriginal and Torres Strait Islander people.	• Shows an understanding of the indigenous and Palm Island cultures, builds strong working relationships
Write clear and concise reports as required	• Provides clear oral reports with relevant facts and processes explained
Engages in formal training when required	• Attends and completes training
Able to maintain confidentiality and consult, negotiate and provide authoritative information and advice as required	• A proven knowledge of current legislation requirements with a medical practice
Adhere to the Code of Conduct of the Palm Island Community Company in a manner that is consistent with both its spirit and intent	• Adheres to and is an advocate of the PICC code of conduct • Leading by example



Provide a positive contribution to the team through participation team meeting and team-based work processes

- Resolve conflict and participate equitably in positive and successful teams

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. PICC can direct you to carry out duties which it considers are within your level of skill, competence and training. You will be required to perform other duties/tasks as required by your Line Manager.

SELECTION CRITERIA

Mandatory:

- Demonstrated experience in administration, data entry or warehouse administration, or the ability to quickly acquire these skills
- High level accuracy and attention to detail when entering orders, purchase information, receipts and stock data
- Competent computer skills, including experience using Microsoft Office and business systems
- Ability to organise workload, meet deadlines and manage competing priorities
- Demonstrated oral and written communication skills and ability to work respectfully with staff, suppliers and stakeholders
- Ability to maintain confidentiality and comply with PICC policies, procedures and workplace health and safety requirements
- Current Driver's Licence

Desirable

- Experience using purchase systems, Square, Weel and/or MYOB
- Previous experience in logistics, warehousing, stock control or procurement administration
- Understanding of Aboriginal Community-Controlled Organisations and ability to work respectfully with Aboriginal and Torres Strait Islander staff, clients and communities

STAFF ACKNOWLEDGMENT

POSITION TITLE: Administration Assistant

This position has been accurately described, is current and has been explained by:

PICC Representative:



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Date:
Signature:
This position is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:
Employee Name:
Date:
Signature (Employee):

DISTRIBUTION

- ✓ Signed original for employee personnel file
- ✓ Copy to employee



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