



Reception and Administration Support Worker

- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **Part-time fixed term to 30 June 2027**
- ✓ **SCHADS Award Grade 2 and additional paid wellbeing leave**
- ✓ **Convenient location based in Campsie**
- ✓ **Supportive, inclusive and culturally diverse workplace**

Metro Assist is seeking an organised and service-focused Reception and Administration Support Worker to provide a welcoming first point of contact and reliable administrative support across our community services organisation.

About us

Metro Assist's vision is to achieve a fair society that respects diversity and enables all people to reach their full potential. We work with individuals, families and communities of diverse backgrounds, including migrants and refugees, and support their efforts to become resilient and empowered through our range of services.

We provide refugee settlement support, employment services, family services, emergency relief, tenancy advice, financial counselling, and undertake community development projects and initiatives. More information about Metro Assist is available on our website www.metroassist.org.au

Metro Assist is strengthening and evolving its service delivery model as part of a broader period of organisational integration and growth. This role will help create a consistent, respectful experience for clients, visitors and staff while supporting accurate and efficient administration across the organisation.

About the role

The Administration Support Worker provides reception, customer service and routine administrative support. The role is often the first point of contact for clients, visitors, service partners and staff and contributes directly to a welcoming, organised and responsive workplace.

You will complete routine tasks independently following initial orientation to Metro Assist's systems and procedures. You will use established processes, exercise sound judgement within the scope of the role and refer complex, sensitive or unusual matters to the appropriate staff member.

The position is responsible for the following:

- Providing a welcoming and respectful reception service for clients, visitors, staff and service partners.
 - Responding to routine telephone, email and face-to-face enquiries, providing accurate information and directing enquiries appropriately.
 - Managing reception activities, visitor records, appointments, meeting rooms and shared calendars.
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- Preparing routine letters, emails, forms, meeting materials and other documents using approved templates.
- Entering, updating and retrieving information in client, records and office administration systems accurately and promptly.
- Creating, saving, locating and sharing documents using Microsoft 365, Teams and SharePoint in accordance with file naming and records-management requirements.
- Processing incoming and outgoing mail and completing scanning, copying, filing and document distribution.
- Supporting meetings and office activities through room preparation, calendar coordination, document collation and routine follow-up.
- Monitoring stationery and office supplies and arranging replenishment through approved processes.
- Maintaining confidentiality, privacy, cultural safety and information security in all client and organisational interactions.
- Following established procedures and escalating complex, sensitive, urgent or unusual enquiries to the appropriate staff member.
- Contributing to a cooperative team environment and providing routine administrative support across service and corporate teams as required.

The role works under regular direction, within established organisational procedures and with access to guidance when required. There are no direct reports.

The salary is based on the SCHADS Award Grade 2. Generous salary packaging options are available to increase your take-home pay, and additional paid wellbeing leave days are provided to all staff. The successful applicant will receive ongoing support and supervision and have access to our confidential Employee Assistance Program offering a range of wellbeing support.

Essential Selection Criteria

- Demonstrated experience in reception, customer service or general administration.
- Clear and respectful verbal and written communication skills, including the ability to assist people from diverse cultural and language backgrounds.
- Confident user-level proficiency in Microsoft 365, including Outlook, Word, Excel, Teams and SharePoint, with the ability to complete routine administrative tasks accurately and independently following initial orientation to organisational systems and procedures.
- Demonstrated ability to prepare routine documents, manage email and calendars, maintain accurate records, collaborate on files and retrieve information efficiently.
- Accurate data-entry, document-handling and recordkeeping skills, with careful attention to detail.
- Ability to organise and complete multiple routine tasks within agreed priorities and timeframes.
- Sound judgement, discretion and understanding of privacy and confidentiality obligations.
- Ability to follow established procedures, recognise matters outside the scope of the role and escalate them appropriately.
- Commitment to inclusive, culturally safe and respectful service and to working cooperatively as part of a team.

Desirable Selection Criteria

- A Certificate III in Business, Business Administration or a related qualification.
 - Experience in a not-for-profit, community services or government-funded environment.
 - Community language skills relevant to the communities served by Metro Assist.
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HOW TO APPLY

Applications will be reviewed as they are received. We encourage applications as soon as possible, submitted online or via email to recruitment@metroassist.org.au

Your application should address the selection criteria and include:

- A cover letter
- Statement against the selection criteria
- A current resume including your full name, postal address and contact number
- Two of your most recent work-related referees, stating their names, positions and contact details

For enquiries regarding this position, please contact our Human Resources Advisor, Kathleen Mackay on (02) 9789 3744 or email: recruitment@metroassist.org.au

Shortlisted applicants may be asked to complete a brief administration work sample as part of the selection process. Reasonable adjustments will be available where required.

Please note that only shortlisted applicants will be contacted.

Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.
