

JOB DESCRIPTION FORM

Office Trainee



POSITION TITLE:	Office Trainee
DIVISION:	Administration
REPORTING TO:	Office Manager
LOCATION:	87 Wanneroo Road, TUART HILL WA 6060
PROBATIONARY PERIOD:	The probationary period for this role is the first six (6) months of employment.
WORK HOURS:	This position is fulltime (Monday to Friday) totalling 80 hours per fortnight. Hours are 8.30am to 5.00pm with a lunch break from 12.00pm to 1.00pm.

ABOUT BLUEFORCE

Blueforce is a leading integrator of security, life safety and connectivity solutions across Australia, including security systems, access control, CCTV, intercom, media integration, and medical alarms. Our services deliver to all markets, including residential, commercial, aged care, health and industrial.

We make a difference for our customers by delivering solutions to substantially improve their security, productivity, and wellbeing. **We make a difference for our staff** by investing heavily in skills development and a dynamic and rewarding workplace. **We make a difference in our community** by being actively involved in youth development, voluntary work and social initiatives.

POSITION DESCRIPTION

Reporting to the Office Manager, you will receive support from an experienced and diverse team to develop responsibility for a variety of administration tasks. You will be a highly organised individual with excellent attention to detail and a focus on superior customer service to both internal and external stakeholders. You will show initiative, a willingness to learn and an ability to adapt to the needs of a dynamic workplace.

KEY RESPONSIBILITIES

- Greeting and welcoming customers at reception;
- Responding to and handling phone enquiries from customers, suppliers and other stakeholders;
- Escalating queries and accurately recording requirements to pass on to the relevant party;
- Collecting and distributing incoming mail and consignments;
- Preparing and delivering outgoing mail and consignments;
- Issuing monthly customer statements;
- Filing, scanning, copying, maintenance and distribution of paperwork;
- Maintaining presentation of reception, kitchen, meeting rooms and other office areas;
- Monitoring and actioning of email items as directed;
- Organising and recording schedules, meetings and appointments as directed;
- Recording and distributing minutes for meetings as directed;
- Creating and developing electronic presentations, word documents and spreadsheets as directed;
- Monitoring and ordering of stationery and kitchen amenities as approved by Office Manager;
- Issuing customer invoices under the supervision of the wider office team;

- Collating monthly supplier bills for payment under the supervision of the Accounts Officer;
- Providing ad-hoc data entry and administration support to the wider office team;
- Other duties as reasonably directed.

KEY QUALITIES

Qualifications (Essential)

- Australian or New Zealand Citizen or Permanent Resident;
- Possess a current and valid WA Driver's Licence and own reliable transport;

Qualifications (Desirable)

- Completion of Year 12 high school certificate;

Attributes & Competencies (Essential)

- Ability to work in accordance with Company Policies and Occupational Health & Safety;
- Ability to work autonomously and as an effective team member;
- Ability to work under pressure and respond to a changing work environment;
- Demonstrate a strong sense of accountability, initiative and a willingness to learn;
- Demonstrate excellent interpersonal and communication skills;
- Demonstrate excellent organisational skills and attention to detail;
- Demonstrate proficiency in word processing and computing skills, including Microsoft Office;
- Demonstrate professional personal presentation.

Attributes & Competencies (Desirable)

- Prior experience with office software, such as Word, Excel, PowerPoint, SimPRO, Reckon, MYOB, Xero;
- Prior work experience with a focus on customer service or business functions.