

Position Title: **Client Services Assistant (Administration) – Level 1**





Reports To: Administration Coordinator

Direct Reports: NIL








Primary Purpose

The Client Services Assistant is an entry-level Administration position and does not require any formal training or experience. The role entails providing essential support to both the Client Engagement Manager and Administration Coordinator, ensuring the seamless functioning of daily office tasks, and contributing to the company's overall efficiency. The role involves maintaining office organisation and ensuring efficient task completion, as well as being open to undertaking additional duties as required by managers.

Key Responsibilities:

-  Act as the initial point of contact for customers, clients, or suppliers via email, phone, or in-person interactions.
-  Welcome, guide, and assist visitors.
-  Set up and tidy meeting rooms before and after sessions.
-  Manage email addresses and ensure prompt communication.
-  Provide ad hoc support to various departments within the company when needed.
-  Maintain professional boundaries and observe strict confidentiality with clients and staff.
-  Actively participate in team meetings.

Duties when Assisting the Client Engagement Manager:

-  Assist in delivering and collecting supplies to client homes.
-  Prepare residences for respite services as needed.
-  Assist with shopping as required.
-  Conduct impromptu checks on inventory and cleaning supplies.
-  Ensure compliance with company policies on shared devices.
-  Provide minor assistance with financial/petty cash support.
-  Maintain relevant soft and hard copy filing systems.

Duties when Assisting the Administration Coordinator:

- us Provide general administrative support, including photocopying, mail distribution, and managing stationery orders.
- us Respond to inquiries and information requests.
- us Manage and update contact/ mailing lists.
- us Handle soft and hard copy filing, scanning, and electronic archiving tasks.
- us Ensure accurate data entry into internal CRM systems.
- us Manage inventory of PPE stock and office supplies, placing orders as needed.
- us Coordinate bookings and catering for in-house events.

Skills and Attributes:

- us Proficient in verbal and written communication with strong literacy and numeracy skills.
- us Accurate transcription of messages from phone or in-person interactions.
- us Basic knowledge of office equipment, including printers and laminators.
- us Basic knowledge of MS Office, especially Outlook, Word, and Excel.
- us Respectful communication and interpersonal skills.
- us Maintain client dignity and exhibit empathy.
- us Strong organisational abilities and a willingness to learn and adapt.

Essential Criteria:

- us [Working With Children Check.](#)
- us [Disability Worker Screening Card.](#)
- us [NDIS Worker Orientation Module 'Quality, Safety and You' Completion Certificate.](#)
- us Australian Drivers Licence.
- us Unrestricted working rights in Australia.