

## Position Description

**Position Title:** Administration Officer

**Hours:** 37.5 hours per week

**Salary:** \$62,000 plus 10.5% superannuation

**Location:** Level 2, 190 Queen Street, Melbourne 3000 (with flexible work from home arrangements)

**Reports:** Assessments Manager

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### Position summary

ACWA is the professional association for the community work profession. As such, it sets standards for the education and professional practice of community workers. ACWA conducts assessments for membership and assesses the qualifications and industry experience of potential migrants applying for visas.

ACWA is the authorised assessing agency for seven community services related occupations.

### Position responsibilities

- Providing exceptional administrative support to the skills assessment, membership, and course accreditation teams
- Maintaining and updating records of skills assessment and membership applicants
- Maintaining the client database/s with all relevant and updated information
- Process enquiries
- Supporting the ongoing development of member services
- Engaging in the continuous improvement of the day-to-day functioning of ACWA's quality management system
- Undertake integrity checking for applications and liaising with applicants
- Working collaboratively with all ACWA staff and volunteers

### Requirements of the role

Applicant must be:

- Experienced in administration.
- Experienced in using and maintaining CRM's.
- Self-motivated and able to manage their time, prioritise workloads, problem solve, and seek support.

Your professional association

- Experienced, with a successful track record, in working within a team-based environment oriented to achieving organisational objectives and policies
- Flexible and willing to learn new systems and practices

**Key selection criteria**

- Relevant experience
- Demonstrated ability to work independently and manage own time and priorities
- Excellent verbal, including telephone, written communication skills
- Experience with CRM's
- Advanced computer skills
- Willingness to be flexible and learn new systems and practices