

SELECTION CRITERIA STATEMENT

Administrative Assistant, School of Business (Ref: 42/08)

Year 12 or equivalent competency

I successfully completed Year 12 in 1998. I am currently studying part-time towards a Diploma in Business Administration at TAFE.

Excellent verbal and interpersonal communication skills

In the positions I have held over the past ten years I have been the first point of contact for internal and external clients, both on the phone and face-to-face. At present I liaise with staff at all levels in the University, including members of the Executive, deans, heads of school, academic and professional staff members, and students. I answer general enquiries, provide information on the section's policies and procedures and welcome visitors to the centre. In 2002 I attended an interpersonal skills workshop which assisted me in dealing with sensitive situations. I have been complimented by clients and colleagues on my helpful manner and tactful handling of difficult situations.

Relevant office experience

I have worked at the University for the past six years, and previously in administrative positions in the private sector. My experience working in a human resources department is particularly relevant to this position. I have effectively performed the full range of office duties, including handling enquiries, word processing, arranging meetings and venues, managing diaries, filing, photocopying, sorting mail, etc.

Good organisational skills

Good organisational ability is essential in my present position, as I frequently arrange meetings, seminars and presentations, as well as travel and accommodation for overseas visitors. I enjoy handling a wide range of tasks and meet daily and weekly deadlines, including payment of casual timesheets and invoices. In 2007 I was responsible for assisting in organising a conference attended by 200 delegates. My role involved arranging advertising, handling registrations, booking venues, accommodation, catering and entertainment, and ensuring that the conference ran smoothly. The event was successful and several delegates commented on how well it had been organised. I have since been asked to organise another conference.

Good written communication skills

In my current job I write and respond to emails from staff and students on a daily basis. I regularly produce letters and memos on behalf of my supervisor. I have also written two reports on the use of computers within the school. Last year I developed a leaflet about the school to help in the induction of new staff. Colleagues have said that they found the leaflet clear, concise and easy to read. I also assisted in writing a procedures manual for the school, which has been well received by staff. The one-day workshop I attended recently on 'Writing for Impact: How to write clearly, concisely and forcefully' has further enhanced my skills.

Ability to use initiative

As my supervisor is required to be away from the office several times a week, I frequently work independently and use my initiative to handle situations in her absence. Examples of things I have initiated in the past include a new system for handling course enrolments, which has resulted in less paperwork and quicker processing of applications; and a spreadsheet system for monitoring expenditure of departmental accounts. Both systems have been operating successfully for the last two years.

Ability to work as part of a team

I have worked in teams as large as 50 and others as small as three. I have always worked well with other team members and enjoyed a good rapport with them, both at work and socially. I work closely with other team members to ensure that seminars are organised effectively, that reports are distributed on time and that the office runs smoothly. I often volunteer to assist others in the team when there are deadlines to be met, and ensure that I keep others informed of issues that may be relevant to them.

Accounts experience

I am currently responsible for the payment of all accounts in my school and have been for the past three years. This includes raising purchase orders and electronic T Forms, payment of invoices, checking of monthly account printouts, and monitoring expenditure against the budget. I am proficient in the use of *Peoplesoft*, the University's financial records system, which I access electronically on a weekly basis to monitor account transactions and to run reports.

Proficiency in a range of computing skills

I have used computers, both at work and home for over ten years and am experienced in using a wide range of software packages, including the full suite of Microsoft Office products. I use Microsoft Word on a daily basis to produce letters, reports, mail merge documents, and tables. I have set up spreadsheets in Microsoft Excel for budgets and can create formulas and pivot tables. I have set

up two large databases using Microsoft Access, and regularly create tables, queries and reports. I use Microsoft Outlook on a daily basis for all my email, calendar and diary needs. I regularly set up and maintain distribution lists and filters. I use Explorer to search for information, both within the University and beyond, and have experience of editing web pages using HTML editor and MySource. I recently attended a MySource workshop.

Additional information

I regularly use a range of other University computer systems, including Alesco, TRIM, and the student records system.

I am familiar with the University's policies and procedures in relation to safety and health, and equity and diversity, including family-friendly policies, workforce diversity, harassment and workplace bullying.