

Selection Criteria Statement

Administrative Assistant, School of Business (Ref: 18/06)

Qualifications

Undergraduate degree or equivalent competency (Essential)

I successfully completed a Bachelor of Commerce in 2004. I am currently studying part-time towards a Diploma in Business Administration at TAFE.

Current A Class driving license (Desirable)

I have held an A Class driving license with no demerit points for the last ten years.

Knowledge, Skills and Abilities

Excellent verbal communication skills (Essential)

In all the positions I have held I have been the first point of contact for internal and external clients, both on the telephone and face-to-face. At present I have contact with staff at all levels in the University including executive deans, heads of department, academic and general staff. I also have regular contact with students and the public. I answer general enquiries, provide information about the department's policies and procedures, and welcome visitors to the department. In 2005 I attended an interpersonal skills workshop, which has assisted me in dealing with sensitive issues. I have been complimented on my helpful manner and tactful approach to difficult situations.

Good organisational ability (Essential)

Good organisational ability is essential in my present position, as I frequently have to arrange meetings, departmental seminars and presentations, as well as travel and accommodation for overseas visitors. I am able to handle a wide range of tasks and meet daily and weekly deadlines, including payment of invoices and timesheets. In 2002 I was responsible for all the administrative aspects of organising a conference attended by 100 delegates. This 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.

Good written communication skills (Essential)

In my current job I regularly write letters and memos on behalf of my supervisor. I have also produced two short reports on the use of computers within the department. Last year I developed a leaflet containing information about the department 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 department. The one-day workshop I attended recently called 'How to write clear, concise letters and reports' has further enhanced my skills.

Ability to use initiative (Essential)

As my supervisor is away from the office several times a week, I have to 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 (Essential)

I have worked in teams of people as large as 15 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 sometimes socially. In my present job good teamwork is vital to ensure that events are organised effectively, that reports are distributed on time and that the office runs smoothly. I often volunteer to assist other team members in meeting their deadlines.

Experience**Relevant office experience** (Essential)

I have worked at the University for the past six years, and previously in clerical and administrative positions in the private sector. The experience I gained working in the Department of Business at Warwick University in the UK is particularly relevant to this position. I have effectively performed the full range of office duties, including handling enquiries, word processing, arranging meetings, organising diaries, filing, photocopying, sorting mail etc.

Accounts experience (Essential)

I am currently responsible for the payment of all accounts in my department and have been for the past three years. This includes raising purchase orders and R Forms, payment of invoices, checking of monthly account printouts, and monitoring expenditure against the budget. I am familiar with the University's Financial Records System, which I access electronically on a weekly basis to monitor account transactions.

Apple Macintosh experience (Desirable)

For the past four years I have used an Apple Macintosh computer on a daily basis as part of my work. I am able to use a number of software packages, including Microsoft Word 5.1 and 6.0, Microsoft Excel 4.0, and Claris Works. I am able to use all of the advanced features of Microsoft Word, including mail merge, tables, graphics etc, and I have set up several spreadsheets using Microsoft Excel. I have also used an IBM personal computer, both at home and at work for two years.

Additional Information

I am familiar with various University computer systems, including the Human Resources Enquiry System and Student Records System, which I use on a regular basis. I use electronic mail every day and I am currently learning how to access information on the World Wide Web.