

Office Coordinator

September 2017

Reporting to:	Office Manager	
Direct Reports:	N/A	
Status:	6-month contract	Part-time (4 days, 5 hours per day)
Salary range:	~ \$55,000 gross FTE + super (includes NFP salary packaging)	
Location:	Sydney	

About the organisation

ReachOut is Australia's leading online mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information we offer parents makes it easier for them to help their teenagers, too.

We've been changing the way people access help since we launched the world's first online mental health service nearly 20 years ago. Everything we create is based on the latest evidence and designed with experts, and young people or their parents. This is why our digital self-help tools are trusted, relevant and easy to use.

Available for free anytime and pretty much anywhere, ReachOut is accessed by 132,000 people in Australia every month. That's more than 1.58 million each year.

About the role

The most important thing you can bring to this role is a real 'can do' attitude, where no task is too big or too small for you. Your ability to prioritise tasks, take initiative and work with a 'never leaving things that you can do today till tomorrow' attitude will be the key to your success in this role.

The Office Coordinator is responsible for the smooth, day-to-day running of our office environment, including receptionist duties, maintaining the office environment, and attending to general enquiries in person, on the phone or via email.

You will be working closely with the Office Manager, Finance Officer, and HR Manager to support them with their operational tasks and ad-hoc projects. To do this, you will have skills in administration and customer service. You will need a strong understanding of MS Office, and knowledge of MS-Dynamics, G Suite (Google Apps) and CRM systems will be highly regarded.

Main Responsibilities

Reception

- Answer the main phone, direct calls and take messages
- Greet visitors and provide a positive first impression of ReachOut
- Manage and distribute general email enquiries

Office Administration

- Collecting, sorting and distributing incoming & outgoing mail
- Banking and managing petty cash
- Maintain general office supplies and stationery
- Ensure the efficient operation of the meeting rooms and kitchen
- Preparing rooms and office spaces for meetings: tidying, setting up and packing up, managing the projection equipment
- Organising catering
- Manage travel arrangements and bookings
- Maintain ReachOut's office storage and archiving systems
- Maintain Asset Management - purchasing, recording and reporting
- Maintain the Contracts Register
- Administer ReachOut's Working with Children procedures
- Assist with induction of new staff, including ICT setup and desk setup
- Liaise with ReachOut's ITC support to resolve issues
- Manage the office service supplies e.g. office & equipment maintenance

Accounts

- Accounts payable data entry (MS-Dynamics)
- Coding invoices
- Respond to supplier queries regarding payment

Project Management Office (PMO)

- Compile monthly PMO report using Excel
- Setup new project codes and folders

Key Relationships

With	Purpose
1. Office Manager	The Office Manager provides ongoing management, support and direction
2. Operations Team	Participate as a positive and contributing team member
3. Broader ReachOut organisation	Provide efficient and timely administrative support

To be successful in the role, you need:

- Excellent communication and interpersonal skills
- Proven MS Office experience with strong Excel skills
- Ability to effectively manage your time and prioritise tasks
- Experience providing administrative support in an office environment
- Ability to identify efficiencies and streamline processes
- Ability to work effectively with a wide variety people
- Proactive, can-do attitude
- Strong attention to detail
- Able to live ReachOut's values and behaviours

We also think it would be helpful to have:

- CRM/database management experience. We use Salesforce.
- Accounts payable experience. We use MS-Dynamics.