

AUGUSTA COMMUNITY RESOURCE CENTRE TRAINEE JOB DESCRIPTION
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JOB TITLE: Receptionist/Event Officer - Trainee
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REPORTS TO: Augusta Community Resource Centre Manager and/or Admin & Project Officer

ORGANISATION

Augusta Community Resource Centre (ACRC) is a community managed not-for-profit organisation committed to servicing the regional community of Augusta providing a diverse range of community services for families living within surrounding areas. The ACRC works in a partnership arrangement with a range of stakeholders and organisations.

The Mission of ACRC is to build the community's capacity to grow and develop by:

1. Providing access to information, education, employment training and business enterprise options.
2. Connecting people with up-to-date information on local events, news, emergency services and providing entertainment and creative opportunities.

The products and services offered by the ACRC include but are not limited to:

- Room hires
- Secretarial and other administrative services
- Government support services
- Community project development and management
- Community workshops and events – sometimes after hours
- Publication and distribution of the Pelican Post
- Information Technology Services
- Sales using Retail Manager

JOB SUMMARY

The Trainee shall gain knowledge of the day-to-day operations of the ACRC whilst receiving on and off the job training to satisfy the objectives and requirements of a relevant, registered training organisation certification. The Trainee will enrol in the Cert III in Business (Customer Engagement) course at TAFE and will be registered with the Department of Training and Workforce Development (DTWD) Apprentice Office to undertake the traineeship that is in accordance with Part 7 of the Vocational Education and Training Act 1996 and associated regulations.

TERMS OF TRAINEESHIP

The traineeship is for a period of 12 months permanent part-time comprising of 30 hours per week working Monday to Friday from 9:00am to 3:00pm unless prior arrangement is made (subject to contract obligations and ongoing government funding).

Remuneration will be paid as per the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS).

The Trainee will be given a 20% (5.5 hours) component to complete module training whilst in the workplace. The Trainee is expected to complete the module training at a pre-discussed time, during the day to ensure the smooth running of the centre.

REPORTING RELATIONSHIP

The Trainee will report to the ACRC Centre Manager or the person acting as the ACRC Manager should both be absent. The Admin & Project Officer will be the day-to-day contact and mentor for the Trainee.

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KEY RESPONSIBILITIES AND DUTIES

The Trainee is responsible for performing the following duties:

- ACRC reception customer service
- Sales & daily balancing of retail manager `point-of-sales`
- Facility bookings and invoices associated with them
- Event & course enrolments/information/promotion
- Daily banking
- Printing/photocopying, binding/laminating, scanning/emailing/faxing
- Manage Membership program for the ACRC
- Reception maintenance and promotional material supplies
- Mobile phone/IT assistance
- Desktop publishing-flyer production
- Secretarial/administration duties
- Assisting with customer queries; in person, over the phone and via email
- Weekly updates or assistance with Websites and social media (Facebook and Instagram pages)
- Attending to daily opening and closing duties (including the flag installation daily)
- Accurate recording and updating of ACRC statistical information
- Assist with event management, marketing and participation as required (there will be some after hours)
- Any additional duties as requested by the Centre Manager

SELECTION CRITERIA

Essential:

- Good understanding and demonstrable knowledge of MS Office programs and other technologies
- Well- developed verbal, written and interpersonal communication skills, including the ability to liaise with a range of stakeholders in a variety of contexts
- Demonstrated ability to plan, organise and prioritise workloads to meet competing demands
- Ability to work with minimal supervision as well as contributing effectively within a team environment
- Ability to follow and request direction, as required
- As some aspects of the position require physical set up and take down for events, a healthy level of fitness is necessary
- Commitment to completing a relevant, registered training organisation certification within the 12-month contractual period.

Desirable:

- A WA Driver's license and reliable car are strongly desired for this position due to the nature of ACRC business.
- Familiar with Canva design tool