



## COMMUNITY COLLEGE-NORTHERN INLAND INC

Barraba Bingara Gunnedah Inverell Narrabri Moree Warialda

**Job Title:** CLERICAL ASSISTANT

**Approved By:** EXECUTIVE OFFICER

**Approved Date:** 18<sup>th</sup> December 2018

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### **Position Purpose:**

- To provide clerical support to the Campus Coordinator
- To provide day to day administration of the CCNI Inc. Campus
- Provide excellent customer service as a first point of contact for students and visitors
- Process and respond to incoming correspondence (including digital), and courier services

### **Essential Criteria:**

- Previous experience or recent training in office administration
- Intermediate skills in Microsoft 365 or similar cloud system including Word, Outlook and Excel
- Intermediate skills in email and file management
- Ability to work in a high volume environment
- Attention to detail and mature work ethic
- An interest in the training sector as a career
- Ability to understand 3<sup>rd</sup> party software and apps such as student management systems and social media platforms
- Experience working in a team
- Experience in a confidential environment and able to use good judgement (common sense)
- Commitment to excellence in customer service
- To be appointed to this role you must provide a current working with children check and national police clearance certificate

### **Desirable Criteria:**

- Experience in a similar clerical role within the community or government sector
- Experience using 3<sup>rd</sup> party software and apps such as student management systems, and social media platforms
- Experience providing clerical assistance for government funded programs
- Current car drivers licence
- Car with comprehensive insurance



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### **General Responsibilities:**

The Clerical Assistant will work under the direction of the Campus Coordinator to complete allocated tasks with a focus on student services and general administration duties.

This position includes the handling of confidential information and the ability to work with a minimum of supervision is expected.

Duties will be wide ranging and include;

- Being the first point of contact for the Campus
- Customer service to internal and external clients
- Organising correspondence (including electronic) and courier services to other Campuses and Head Office is managed in a timely manner
- Checking the contents of trainer assessment packages are completed following current systems prior to sending to VET coordinators or Head Office
- Taking and making phone calls including reminder calls to course participants
- Accepting and confirming student enrolments including gathering and recording student funding eligibility evidence and entering it into the online enrolment system and placing on student file
- Receiving and receipting course fees, banking.
- Processing refunds and transfers
- Meet ASQA and NSW DOI standards and guidelines
- Filing, following current systems
- Attending to routine mail
- Preparing for course commencements
- Providing support services to trainers including opening and locking premises
- Attending occasional course commencements
- Ensuring supplies (stationary, coffee, tea etc.) are sufficient
- Ensuring staff, board members and visiting staff are properly resourced day to day. This includes organising accommodation, travel or catering for special events or meetings if required.
- Other clerical duties as delegated