

Job Description – Office Administrator

Location: Yagoona, NSW

Organisation Type: Not-for-Profit

Employment Type: Full-time

Reports To: Business Operations Manager

Position Purpose

The Office Administrator plays a vital role in ensuring the smooth operation of the organisation's daily activities. This position is responsible for providing high-quality administrative support, managing phone enquiries, and coordinating office systems and tasks. As part of a mission-driven non-profit, the Office Administrator will support staff, volunteers, and stakeholders with professionalism, efficiency, and a strong service ethic.

Key Responsibilities

Reception & Phone Calls

- Answer and direct calls in a courteous and professional manner (as required).
- Respond to general enquiries efficiently by phone and email, and redirect them appropriately.
- Greet and assist visitors in a friendly and professional manner.

General Office Administration

- Provide day-to-day clerical support, including photocopying, scanning, filing, and correspondence.
- Manage incoming and outgoing mail, deliveries, and courier services.
- Monitor and maintain office supplies and inventory, ensuring resources are stocked and cost-effective.
- Ability to learn and master new systems efficiently.

Records & Data Entry

- Maintain accurate filing systems (both electronic and physical).
- Enter and update data, ensuring accuracy and integrity across organisational records.
- Generate letters from templates and conduct mail merges for bulk correspondence.
- Maintain electronic data accuracy for reports, mailing lists, and datasets.
- Support compliance with confidentiality, privacy, and data security policies.

Team Support

- Provide administrative support to staff, management, and volunteers as required.
 - Assist with the organisation of events, campaigns, and other initiatives.
 - Undertake other duties as directed in line with the organisation's mission.
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Skills & Experience

- Previous experience in office administration or a similar role.
 - Strong communication and interpersonal skills, with a polite and professional phone manner.
 - Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and general office technology.
 - Excellent organisational and time management skills, with the ability to prioritise competing tasks.
 - High accuracy and attention to detail in document preparation and data entry.
 - Ability to work independently and collaboratively in a small team environment.
 - Commitment to the mission and values of the organisation.
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Qualifications

- Certificate III/IV in Business Administration (or equivalent experience) desirable.
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Personal Attributes

- Reliable, proactive, and adaptable to changing priorities.
 - Friendly and approachable with a strong customer service orientation.
 - Discreet and trustworthy in handling confidential information.
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To Apply: Please send your **cover letter and CV** to HR@TFP.ORG.AU