

## POSITION DESCRIPTION

## Administration Assistant

**Position Title:** Administration Assistant

**Reports to:** The Microfinance Team Leader

**Location:** Bathurst, NSW

**Award:**  Social, Community, Home Care and Disability Services Industry

**Classification:** Grade 1

## About Mary MacKillop Today

Mary MacKillop Today seeks to transform lives for self-determination through access to education and the learning of practical life skills with communities across the world. Just as Mary MacKillop did over a century ago, Mary MacKillop Today will help the poorest of the poor wherever they are and regardless of their faith, ethnicity or gender by supporting development projects overseas, scholarships to First Nations Australians and the provision of small low interest and no interest loans in rural Australia.

Mary MacKillop Today is a ministry of the Sisters of Saint Joseph and we work in the spirit of Saint Mary MacKillop and the Rev Julian Tenison Woods, inspired by their faith, legacy and grounded practical work. Mary MacKillop Today is directly responsible for program design, implementation, monitoring and evaluation of all our projects and is a signatory of the Australian Council for International Development’s code of conduct. As a consequence, we have a high degree of accountability and transparency. Mary MacKillop Today is committed to protecting the rights of children in all areas we work around the world.

## About the Role

## The Administration Assistant supports the delivery of the No Interest Loans Scheme (NILS) in partnership with Good Shepherd Microfinance. The Administration Assistant will assist the team in conducting administrative tasks involved in managing the loans process establishing and maintaining relationships with our client’s and assisting with general administrative tasks such as answering the phones, filing documentation, and booking appointments.

## Key Responsibilities

## The three main areas of responsibilities of the Administration Assistant include:

* Assisting the Financial Inclusion Team in conducting administrative tasks involved in managing the loans process.
* Assist the Financial Inclusion Team to respond to loan enquiries and maintain relationships with Clients, including greeting clients in reception, calling clients, and responding to any client requests and queries.
* Assist the Financial Inclusion Team with basic office administrative tasks including answering the phones and directing calls, filing documentation, and booking appointments.

## General Duties

**Administration of loan applications**

* Create Loan File and load details into NILS database/Loan Management System
* Contact retailers to confirm successful quotes
* Assist team to monitor loans and follow up with clients
* Assist team to issue six monthly statements in conjunction with newsletters
* Assist team to issue required documentation to client/s when loans are fully repaid

**Respond to Loan Enquiries**

* Respond to and record initial loan enquiries
* Provide information to clients about loan options to ensure clients are aware of their rights, obligations and details of how the loan will operate
* Refer clients to relevant Client Support Officers and assist with booking appointments

**Office Administration**

* Answer the phone and direct calls to the appropriate person
* Book appointments in shared calendars
* Greet clients at the reception
* Assist with appropriate electronic and hard copy filing of paperwork

**Team requirements**

* Attend external meetings and training days as directed by the Team Leader
* Attend Mary MacKillop Today staff meetings in Bathurst

**Compliance**

* Compliance with and observance of all current Mary MacKillop Today Policies, Procedures and Practices including our Safeguarding Policy
* Compliance with all relevant WH&S Policies and Procedures

The Employer reserves the right to vary this position description in response to its changing needs.

## Selection Criteria

* Ability to work within and contribute to the Mission and Values of Mary MacKillop Today
* Relevant experience in administration or community development
* Strong organisational skills and attention-to detail
* Demonstrated capacity to work flexibly within tight timelines
* Strong written and oral communication skills
* Basic level of computer literacy, including experience with database and spreadsheet software.
* Compliance with our Safeguarding Policy and willingness to undergo a criminal record check.