

AUSTRALIAN ACUPUNCTURE AND CHINESE MEDICINE ASSOCIATION LTD

RECEPTIONIST POSITION DESCRIPTION – JANUARY 2010

ABOUT THE EMPLOYER

The Australian Acupuncture and Chinese Medicine Association Ltd (AACMA) is the leading national Traditional Chinese Medicine (TCM) professional body, representing over 80% of qualified acupuncture and Chinese herbal medicine practitioners in Australia.

AACMA is managed by a national Board of Directors elected annually from the membership. The national administration office for the Association is located in Brisbane and currently has seven staff positions. The position is becoming vacant due to an internal promotion.

MAIN AREAS OF RESPONSIBILITY

This key position is responsible for phone and office reception and general administration duties:

- A. Office reception, including phone reception.
- B. Pick up and deliver mail to and from the Post Office (own transport essential).
- C. Process all mail inward and outward and record correspondence in electronic records management system.
- D. Check daily back-ups and report irregularities.
- E. Deal with practitioner referrals and answer basic inquiries.
- F. Fill member orders and other sales.
- G. Monitor general office amenities (water, detergent, paper towels, toilet paper, soap, etc) and reorder as required.
- H. Monitor office stationery supplies and reorder as required.
- I. General office tidy, washing up, emptying bins, put out weekly bins, water plants, document destruction service, etc.
- J. Photocopy and faxing as required.
- K. Provide administration assistance to senior staff as required.
- L. Other administration tasks and duties as required from time to time.

CONDITIONS

Hours: 38 hours per week Monday to Friday (full-time load), wages paid fortnightly in arrears

Leave: 10 days personal/carer's leave; 4 weeks annual leave with leave loading

SGC: Employer Superannuation Guarantee Contribution in addition to base salary

Other: As per the relevant award

SELECTION CRITERIA

1. Proven ability to work methodically and accurately in a fast-paced and dynamic office environment.
2. Demonstrated good working knowledge of the Microsoft Office suite, including Word, Excel, Outlook, and Explorer.
3. Knowledge of or ability to rapidly acquire knowledge of the *iMIS* membership database and Recfind records management database.
4. High level of written and verbal English language and numeracy skills.
5. Proven time management and high level problem solving skills.
6. Ability to work effectively in a policy and not-for-profit service-oriented environment.
7. Ability to communicate and work effectively at all levels in the organisation.