



# Sporting Shooters Association of Australia (Queensland) Inc.

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## Administration Officer Job Description

### 1. Introduction

The following is a job description for an Administration Officer with the SSAA (Qld.) Inc. State Office. The duties listed describe the essential responsibilities but are not limited to those listed.

A National Police Certificate check will need to be completed during first two weeks of employment.

Your ability to perform the expected attributes and duties will be reviewed annually.

If you believe you have any issues fulfilling any of the attributes and/or duties during your employment, you should speak to the Office Manager.

### 2. Role overview

The Administration Officer is required to:

- a. Answer telephone calls / emails in a prompt and professional manner
  - a. Respond to queries where applicable
  - b. Direct calls / emails to appropriate staff
- b. Greet visitors to the office
- c. Maintain basic office records
- d. File, collate and copy documents
- e. Record and distribute incoming mail to appropriate staff
- f. Perform other general office duties as requested.

### 3. Responsible

The position is immediately responsible to the Office Manager.

### 4. Required attributes

The following are the required attributes for the Administration Officer position:

- a. A good level of organisational skills
- b. The ability to communicate in a clear and professional manner both verbally and written
- c. The ability to maintain a high level of confidentiality
- d. Intermediate computer and software skills
- e. Willingness to learn and understand the services offered by SSAA (Qld.)
- f. Open car licence
- g. The ability to follow instructions and work in a team environment as well as independently when required.

### 5. Duties

The following are the typical skills/duties required of the Administration Officer:

- Answer telephone calls, transfer calls and take accurate messages
- Answer enquiries from Members (phone, e-mail, post)
- Operate standard business equipment
- Process Course paperwork and issue Statement of Attainments
- Process Branch Target and Merchandise Orders
- Data entry, spreadsheeting and word processing
- Filing, scanning and recordkeeping
- Other general office duties
  - Open and sort incoming mail and prepare outgoing mail
  - Prepare banking
  - Respond to emails from members
- Provide administrative support to the Office Manager as required
- Willingness to perform any other duties as reasonably requested by the Office Manager.