My Department Stores Administration Assistant Position Description

Administration Assistant Position Description

Position Goals

The Administration Assistant position is expected to pursue and achieve the following goals:

- Provide exceptional service to customers, internal clients and stakeholders
- Reduce or minimise operational costs with efficient and effective processes and practices

Business Objectives

The Administration Assistant position supports the following business objectives:

- To create a safe and inclusive environment for staff and customers
- To create a welcoming, customer focussed service experience

Duties

Administration Assistant Duties

- **Provide customer service**
  - Develop product knowledge and recommend products and services to customers
  - Deliver and monitor customer service
  - Conduct online transactions
  - Process customer complaints
- **Provide administrative support**
  - Write simple documents/text
  - Organise schedules
  - Produce texts from notes and audio transcription
- **Create and use business documents**
  - Create and use databases (MS Access, or similar)
  - Create electronic presentations (MS PowerPoint, Keynote, or similar)
  - Design and produce text documents (MS Word, Pages, or similar)
  - Produce spreadsheets (MS Excel, Numbers, or similar)
  - Produce desktop published documents (MS Publisher, or similar)
  - Type with speed and accuracy
- **Provide financial service support**
  - Process payroll
  - Process accounts payable and receivable
  - Maintain a general ledger
- **Use business technology and resources**
  - Use and maintain business technology/resources (software, printer, computer, POS)
- **Use and manage workplace information**
  - Organise workplace information
  - Use the knowledge management system
  - Receive and distribute workplace information

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- **Work effectively in a team environment**
    - Organise personal work priorities and professional learning and development
    - Contribute to effective workplace relationships
    - Contribute to team effectiveness
    - Promote innovation within the work team
    - Complete work from home/off-site when required

General Duties

- **Support the MDS business growth and objectives**
    - Support the organisations operational plan
    - Provide workplace information and plans
    - Support continuous improvement systems and processes
    - Support a workplace learning environment
    - Contribute to workplace innovation
- **Support the MDS business values**
    - Work effectively with staff and customers from diverse backgrounds
    - Use and support environmentally sustainable work practices
    - Follow and monitor WHS policies, procedures to meet legislative requirements

Key Performance Indicators

Key Performance Indicators will vary depending on the focus of each Administration Assistants role, but will be selected from the following list.

- Provide service to customers within 1 minute of presenting in person, 30 seconds of posting in a chat or 3 rings of the telephone
- Conduct 95% of online transactions without faults
- Distribute staff schedules by 10.00am each morning
- Produce business workplace documents without errors and less than 2 writing issues (using Grammarly)

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