



ROLE DESCRIPTION

Role Title: Secretary

Reports to: Senior Owners Corporation Manager

PURPOSE OF THE ROLE

To assist the office and Owners Corporation Managers with, specific project support and general administrative support to the office and to attend to all correspondence and inquiries received by the office.

KEY RESPONSIBILITIES

1. Receive and relay all incoming calls and visitors to the office.
2. Receive and relay all written correspondence accordingly.
3. Maintain an up to date telephone and email list for both internal and external use.
4. Monitor stationary levels and restock when required.
5. Provide word processing support as required, including preparation of submissions, reports, papers, letters, general office correspondence etc.
6. General office support including arranging of appointments, assistance with meetings (tea, coffee, some lunches etc); general clerical work – filing, copying, mail, couriers, banking support etc.
7. Assist with office projects from time to time – providing administrative and clerical support, research support and support with presentations and report writing etc.
8. Comply with general office policies, procedures and all legal requirements.
9. Undertake any other specific duties as required by the Senior Owners Corporation Manager.

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“...the voice of the
owners corporation industry...”

EXPERIENCE REQUIRED / DESIRED

- Approximately 3-5 years' secretarial and office administration experience with a service based company.
- Proven success in customer service and issues resolution.

KEY COMPETENCIES REQUIRED

- **Organisational Skills** – Is able to prioritise and plan multiple activities and meet objectives within established timelines. Seeks out and finds better ways to do things
- **Customer Service** – Seeks to understand customer/client expectations and responds to their needs.
- **Communications** – Able to effectively communicate at all organisational levels and in any environment in both verbal and written form.
- **Listening** – Understands the meaning and the intent of the communication and responds accordingly.
- **Attention to Detail** – Owns the numbers, knows the numbers and their accuracy and completeness at all times.
- **Resilience** – “Stays the course”, is not put off by barriers but pursues the task to its logical end.
- **Integrity** – Maintains legal, social and organisational standards and values and honours commitments.

ADDITIONAL REQUIREMENTS

- Incumbents will be required to undergo a Police Check prior to appointment.