



metro assist

## Administrative Support Worker

Metro Assist (formerly Metro Migrant Resource Centre) is seeking a motivated and highly efficient **Administrative Support Worker** to join our dynamic organisation committed to making positive impact in people's life.

### About us

Metro Assist's vision is to achieve a socially just society that respects individuality, dignity and diversity and provides avenues for all people to fulfil their potential. We work with individuals, families and communities of diverse backgrounds including migrants and refugees, and support in their efforts to become resilient and empowered through our range of services.

We provide refugee settlement support, employment services, family services, emergency relief, tenancy advice, financial counselling and undertakes community development projects and initiatives. More information about Metro Assist is available on our website [www.metroassist.org.au](http://www.metroassist.org.au)

### About the role

The primary purpose of the Administrative Support Worker is to provide administrative support to our team of Tenant Advocates who provide information, advice and representation to tenants on their rights and obligations as residential tenants. The role is responsible for handling all incoming phone enquiries to the service, completion of the intake process for clients requiring assistance, and referring client intake requests to Tenant Advocates or other tenancy services as required. The role is also responsible for working collaboratively with and supporting Tenant Advocates with all data entry for reporting purposes, and general administrative duties to support the team to maintain optimal service delivery.

A full position description is available on our website <http://www.metroassist.org.au/get-involved/work-with-us.htm>

**The salary is based on the SCHCADS Award. In addition, a generous tax free salary package is available. The successful applicant will also benefit from ongoing support, training and flexible working conditions.**

### Essential Selection Criteria

- Minimum Certificate III or IV in business administration or community welfare or relevant discipline
- Demonstrated experience in a similar administrative role
- Excellent telephone manner and sound interpersonal skills
- An ability to relate to people from diverse backgrounds and cultures
- An ability to handle difficult clients with empathy and assertiveness
- Well-developed ability to multitask and prioritise with strong attention to detail

- Able to operate effectively in a team, contributing positively to team operations and working relationships
- Strong IT skills – proficient in Microsoft Word, Excel, and data entry

## HOW TO APPLY

**Applications close 8 August 2021** and must be submitted to: [recruitment@metroassist.org.au](mailto:recruitment@metroassist.org.au)

Your application must address each of the selection criteria and include:

- A cover letter
- Statement against selection criteria
- A current resume including your full name, postal address and contact number
- Two of the most recent work-related referees stating names, positions and contact details

For enquiries regarding this position, please contact Michelle Aldred on (02) 9789 3744 or email: [recruitment@metroassist.org.au](mailto:recruitment@metroassist.org.au).

***Metro Assist is an Equal Opportunity Employer and is committed to achieving diversity within the workplace. Applications from Aboriginal and Torres Strait Islanders, people from culturally diverse backgrounds and people with disabilities are encouraged.***

***All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.***

***The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.***