



GREEK ORTHODOX COMMUNITY OF SOUTH AUSTRALIA INCORPORATED

ΕΛΛΗΝΙΚΗ ΟΡΘΟΔΟΞΗ ΚΟΙΝΟΤΗΤΑ ΝΟΤΙΑΣ ΑΥΣΤΡΑΛΙΑΣ

POSITION No. BSAO012023

POSITION DESCRIPTION - BUSINESS SUPPORT | ADMINISTRATION OFFICER

Employment Status:	Permanent Part Time (27.5hrs per week) (0.72FTE)
Reports to:	General Manager
Location:	262-288 Franklin Street, Adelaide SA 5000
Award classification:	Clerks Private Sector Award - Level 3

1. Background

- The Greek Orthodox Community of South Australia Incorporated (GOCSA) was founded in 1930 and it is the largest and most active Greek social organisation in South Australia and one of the oldest. Its achievements include Greek churches, education, community centres, aged care, community services, welfare support, cultural festivals, social events, youth promotion and engagement.
- Throughout its long history, the Community has played a role in shaping and leading multiculturalism in Australia and its strength and vitality stem from its willingness to respond and serve social and community needs of its members and, the local and broader population.
- GOCSA was formed as a not-for-profit organisation from humble beginnings and is proud of its rich history and significant achievements. Our presence in Australia and internationally is highly regarded and we are committed to respect and build on the legacy we have inherited from the Community's founders.
- GOCSA is committed to retain its position as a leader in promoting all aspects of Greek culture and its strong community and democratic values. As a progressive organisation, we are inspired by our history and embrace the future with courage, enthusiasm, and commitment for future generations to carry the GOCSA torch.

2. The Role

- GOCSA is offering an opportunity for a Business Support / Administrative Officer to join the organisation and be part of a dynamic, engaging, progressive team, providing the best services to the Greek community.
- We are seeking applications from a suitably qualified or experienced person who will excel in the role and meet the needs and expectations of GOCSA's ethno specific, Greek community.
- You will have working knowledge and understanding of the Greek culture and language, speak fluent Greek and want to be part of a professional, progressive, not for profit organisation.
- As 'front of house' first point of contact for the organisation, you will provide quality customer service and business support throughout the organisation, management, and Board.
- You will support organisational values and commitment to provide accurate information to the membership and broader community, in a timely and efficient manner.
- As the first point of contact for the organisation, the key objective is to ensure that every customer receives high level customer service and an enjoyable experience, with the service provided.
- Work closely with the broader team, management at all levels and governing Board, develop and maintain collaborative and productive working relationships with all GOCSA staff.
- Ensure that the role is undertaken in accordance with organisational purpose, vision, and values.
- Enjoy a variety of tasks in a dynamic, fun, engaging environment and contribute to personal and organisational success.

3. Key Duties

- Perform reception duties including welcoming visitors to GOCSA's office; monitoring use of sign-in protocols; answering and directing phone calls; handling face to face and email inquiries; and assisting members of the public to access GOCSA's services.
- Provide administrative support to the General Manager, Management Team, Board, and staff as required.
- Provide administrative support to all functions within the organisation including Finance, Assets, Membership, Community Services, Clergy, Aged Care, Education, Events, Media, and other areas commensurate with the role.
- Develop and maintain professional and collaborative working relationships within the organisation and with external key stakeholders e.g., members, community, contractors, and government agencies.
- Communicate effectively within a team environment.
- Respond to incoming customer enquiries, accurate messaging, and distribution of information.
- Excellent customer interfacing communication skills.

- Work effectively within GOCSA teams to ensure the expected outcomes for key stakeholders are met, delivered on time and within budget.
- Liaise, as required with external clients, including government agencies and other stakeholders.
- Participate in and contribute to, the ongoing improvement of GOCSA's services and systems.
- Publicly/externally represent the GOCSA brand in all elements in accordance with our Community Values.
- Ensure GOCSA's professional standards and objectives are maintained in relation to budget targets, service quality, organisational and community reputation.
- Ensure WHS and environmental standards are met and take responsibility for compliance with external and internal standards.
- Ensure compliance with all relevant statutory, regulatory, and contractual requirements.
- Demonstrate strong commitment to continuous quality improvement and assist with quality certification and accreditation processes as required.
- Comply with WH&S requirements and actively participate in, and contribute to, workplace health and safety activities to ensure a safe work environment for all.
- Maintain up to date knowledge of relevant legislation including EEO Act, DDA, privacy/confidentiality and other organisational requirements.
- Comply with relevant legislation, regulation, and quality standards.

4. Key Selection Criteria

- Relevant qualification and/or demonstrable experience in similar role.
- Demonstrated experience working in a dynamic customer service/reception environment.
- Excellent verbal and written communication skills.
- Understanding of multicultural communities.
- Maintain knowledge and competence in the use of:
 - Microsoft Office Suite
 - Access database
- Plan and manage time effectively to complete tasks, prioritise work and meet deadlines.
- Ability to adapt and contribute to change management.
- Ability to work independently and as part of a team.

5. Requirements

- Greek language skills - Essential
- Current drivers' licence – Desirable
- Working knowledge and understanding of not-for-profit organisations - Desirable
- Working knowledge and understanding of matters pertaining to elderly people of Greek origin - Desirable
- Current National Police Clearance – Essential

6. Additional information

- The Business Support / Administration Officer role is offered as a Permanent Part-time position at 40 hours per week.
- Work hours: 10am – 4pm, Monday to Friday and some out of hours work may be required.
- Salary: Clerks – Private Sector Award (MA000002) Level 3, hourly rate of \$26.15
- Superannuation, annual leave, personal leave entitlements in accordance with Fair Work Act 2009.
- Location: GOCSA's offices at 262-288 Franklin Street, Adelaide SA 5000.

7. Enquiries

For all enquiries, please contact John Kontoutsikos on 08 8231 4307 or email gocsa@gocsa.org.au

8. Applications

Please submit your application via email to gocsa@gocsa.org.au marked **BSAO012023** in the subject line.

9. Closing Date

- Closing date for applications is **5pm CST, Monday 12th June 2023** and short-listed applicants will be contacted for an interview by Friday 16th June 2023.