

POSITION DESCRIPTION

Position Title	Administration Officer
Fraction	Full-Time
Hours, Days	Monday to Friday with flexibility in hours
Location	Wildlife Victoria Head Office - Abbotsford Convent, Abbotsford Travel to other work locations may be required from time to time
Reporting to	Senior Administration Officer
Direct Reports	N/A

Role and Responsibilities
The Administration Office plays an integral role in the smooth running of Wildlife Victoria office management function which is accountable for all administrative matters for the office. The Administration Officer will act as the first point of contact for Wildlife Victoria's office and is responsible for providing support to various functions spanning office administration, volunteer support, fundraising and other business activities. Key responsibilities: • Office Administration – answer the office phone and field general enquiries; monitor shared email inboxes and ensure timely response to enquiries and direct complex enquiries to the relevant department; manage incoming and outgoing mail including the collection/deposit of postage; manage the inventory and ordering of office supplies; maintain the office space and submit maintenance requests as required; manage the staff uniform shop including stock control and ordering uniform items; maintain physical and digital office records, databases and filing systems; support the wider team with various admin tasks as needed. • Volunteer Support– coordinate the registration and onboarding process for new volunteers; run audit reports and perform general compliance tasks and data entry to ensure volunteer profiles are up to date; respond to volunteer enquiries via phone/email and direct complex enquiries to the relevant team member; maintain volunteer supplies and prepare volunteer kits/packs; provide support for training events including booking venues, catering, distribution and management of invitations and attendee lists; provide general admin support to the People Services team as required. • Fundraising Support – assist the fundraising team with the distribution of letters and packs relating to campaign activities; perform admin tasks relating to workplace giving, provide event support including booking venues, catering, distribution and management of invitations and attendee lists; process donations over the phone via incoming mail, create batch entries and deposit donations at the Post Office/bank. • Bookkeeper – assist with performing various bookkeeping functions including bank reconciliations; accounts payable and receivable; data entry; maintain accurate records; and monitor the bookkeeper inbox. • Business Support – assist with arrangements to host external visitors including set-up of meeting rooms and organising catering; provide admin support to other projects or activities as directed by the Head of Business.

Selection Criteria
Essential: • Previous experience as an Office Administrator. • Proficient skills in Microsoft Office and confidence using a customer relationship management system. • Proactive, with a warm and engaging style and able to work effectively in a team environment. • Calm with the ability to multi-task, work under pressure and prioritise workload. • Strong written and verbal communication skills. • Care for our wildlife and a connection to the Wildlife Victoria purpose. • Current Victorian Drivers Licence.
Desirable: • Office administration experience in the not-for-profit sector. • Previous experience in bookkeeping and use of Xero. • A qualification in Business Administration or equivalent.
About Wildlife Victoria
Wildlife Victoria is a not-for-profit organisation that has provided the Victorian community with a Wildlife Emergency Response service for over 35 years. The organisation has a small number of paid staff and a large number of volunteers. Every year thousands of native animals in Victoria become sick, injured, or orphaned, often as a direct result of human activity. If left unassisted, these animals may suffer and die in pain or of starvation. Our Wildlife Emergency Response Service receives notifications from members of the public via our emergency phone and online reporting system. We receive more than 160,000 requests for help a year and assist over 97,000 animals across 455 species. When a member of the public contacts us about a sick, injured, or orphaned animal, our Emergency Response Operators provide advice to help the caller manage the situation appropriately, and when necessary, arrange for a trained volunteer to attend. They also liaise with other organisations to ensure the best possible outcome for the animal. The rescue service relies on an extensive state-wide network of rescue and transport volunteers, veterinarians who provide pro-bono services for wildlife, and the licenced carers and shelters who accept animals into their care for rehabilitation and release. We advocate for wildlife whenever their welfare is under threat or compromised. We support efforts by government, community groups and individuals to ameliorate threats to wildlife, particularly those that are caused by humans. Through our education programs and activities, we help wildlife by providing people with the knowledge and skills they need for peaceful and positive co-existence with wildlife, and by facilitating positive community attitudes toward wildlife.