

## POSITION DESCRIPTION

### Administration Officer

Position Title	Administration Officer
Fraction	Full-time
Days, hours	Monday to Friday with flexibility in hours
Location	Abbotsford Convent, Abbotsford
Reporting to	Office Manager

### Role and Responsibilities

The role is an integral part of the Wildlife Victoria office management function which is accountable for all administrative matters for the office. The Administration Officer will be accountable for various functions within the office, ensuring the smooth running of Wildlife Victoria and spanning administration, fundraising and business support and other related activities.

#### Key responsibilities:

- Monitoring and attending to office email inboxes, and answering the office phone
- Servicing volunteer, supporter and other stakeholder requests such as changing/updating details, issuing receipts, printing ID cards, following up on credit card expiries etc.
- Mail management including dealing with returned mail and collection and deposit of postage
- Supplies management including ordering of volunteer supplies and stationery
- Communication and liaison with community fundraisers
- Administrative activities relating to workplace giving and third party fundraising platforms
- Database maintenance
- Distribution of letters and packs relating to various campaign management activity
- Field general enquiries
- Organise and maintain the office space
- Event and management support including booking accommodation, sourcing and booking training venues, booking catering, preparing kits and packs, and distribution and management of invitations and attendee lists
- Electronic scanning, filing and storage of documentation
- Action and deal with general staff requests
- Other duties as directed by the Office Manager

## Selection Criteria

### Essential:

- Previous experience as an Office Administrator
- Proficiency using Microsoft Office and confidence in using a database management system
- Proactive, with a warm and engaging style and able to work effectively in a team environment
- Calm, ability to work under pressure and prioritise work
- Strong written and verbal communication skills
- Care for our wildlife and therefore a connection to the Wildlife Victoria purpose

### Desirable:

- Office administration experience in the Not For Profit sector
- 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 100,000 requests for help a year and help over 80,000 animals. 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.

In addition to the rescue service, 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.