

Administration Support Volunteer Position Description

Post title: Administration Support Volunteer

Reporting to: Distribution Manager (New South Wales) and Caseworker

Location: Lakemba, New South Wales

Position Type: Voluntary

Pattern: One or more set weekday – 10am to 4pm or 8 hours

Start date: February 2017

Term: Minimum 6 month commitment (initial 3 month probationary period)

Requirements: Interview, police check and Working with Children's Check

Job Purpose:

To provide administrative support and assistance with the daily operations of the Melbourne office.

Benefits:

- Revive a pillar of Islam by working in Zakat.
- Invest in your Hereafter.
- Learn new skills and gain new experiences.
- Be part of an exciting new institution in our community.

Key Duties

- Greeting clients, visitors and representatives from other organisations in a friendly and professional manner.
 - Maintaining and managing reception area.
 - Answering phone inquiries in a professional and courteous manner and redirecting to appropriate staff as necessary.
 - Replying to requests for general information with accurate information.
 - Taking down messages and notes from any calls, emails or inquiries that need to be followed up and passing it on to the appropriate staff member.
 - Managing appointment / booking diary.
 - Booking appointments / meetings for staff members with clients or other services.
 - Taking minutes at team meetings and forwarding to all team members.
 - Opening, sorting and distributing mail as appropriate.
 - Use of Microsoft word, excel spreadsheet and CRM database.
 - Ensuring information on CRM database is accurate.
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- Setting up, maintaining and archiving files and documents.



- Scanning, photocopying and filing documents.
- Documentation, record keeping and data protection.
- Assisting with any other secretarial administrative duties within the distribution team.
- Be committed to own personal development (ongoing training, appraisals etc.) in accordance with own personal development plans and organisational need.
- Working in accordance to the National Zakat Foundations policies and guidelines.
- Upholding the values and mission of the National Zakat Foundation and Mercy Mission.
- Commitment to the volunteer requirements of the National Zakat Foundation and Mercy Mission.

The above is not an exhaustive list of duties and you may be expected to perform different tasks as necessitated by your changing role within the organisation and the overall objectives of the organisation.

Knowledge, Skills & Experience

Essential

- Prior experience in administrative work.
- Excellent customer service skills in person and over the telephone.
- Excellent communication, written skills and IT skills and use of Microsoft office software.
- Demonstrated ability to work effectively with people from culturally diverse backgrounds.
- Demonstrated ability to work independently and part of a team.
- Excellent interpersonal skills.
- Excellent organisational skills and time management.
- Ability to adhere to deadlines in a high-pressured environment and good time management.

Desirable

- Good knowledge of the welfare and benefits system.
- A keen interest in Islam and its sciences.
- Knowledge of Zakat system.
- Knowledge of public and third sector organisations and processes.
- Experience of working in the Muslim community, charities and with mosques.

Training and role requirements

- Induction workshop including zakat training prior to commencing position.



- Role specific training including training on client database.
- First 3 months probationary period and ongoing performance reviews.
- Must work in accordance to the National Zakat Foundations policies and guidelines.

How to apply

Applications close on the 28th of January, 2017. Please submit a cover letter and CV to info@nzf.org.au by this date.