



Indian Support Center

Reg No: INC1500501 ABN No: 72966316271 Charity Reg No: CFN/23874

2 Lane Street, Wentworthville NSW 2145

www.indiansupportcenter.org.au

Job title	<i>Support center Administrator</i>
Job type	<i>Volunteer Work Experience</i>
Reports to	<i>Mentor/President</i>

Job purpose

To support and manage the support center operations effectively and assist with client enquiries diligently

Duties and responsibilities

- Provide customer service for clients who engage through phone and in person
- Record cases and assign to relevant case managers
- Follow up with clients and case managers to ensure cases are updated and closed in a timely manner
- Coordinate office activities and operations to secure efficiency and compliance to company policies
- Establish and maintain database of members, clients and partners with their contact details.
- Establish and maintain office accounts and book keeping. This involves raising invoices, submission and follow-up of accounts receivables.
- Organise to pay utility and other bills and procurement of office supplies as required.
- Maintain office assets and stock take
- Liaise with ISC peers and assist as required
- Maintain a clean, organized and good office upkeep
- Adhere to ISC Core Values
- Secure and maintain client confidentiality

Requirements

- Knowledge, skill or experience in office administration
- Knowledge, skill or experience in customer service, helpdesk
- Strong verbal and communication skills
- Ability to work with a team or independently if required
- Ability to multitask and perform consistently

Performance Goals

- Complete accounting and administrative tasks on time.
- Ensure the center is maintained well and kept clean and presentable at all times.
- Conduct professionally with peers and clients at all times

Working conditions

Part-time

Approved by:	
Date Approved:	
Date Reviewed:	