

position:	<b>OFFICE ADMIN</b>
team:	<b>administration / operations</b>
team leader:	<b>office admin coordinator</b>
status:	volunteer
expectations of volunteer hours	average of 2 – 4 hours per week <i>shifts between 7am and 11pm Monday through Sunday including public holidays</i>
location:	station premises – level 9 / 225 Bourke Street Melbourne VIC
training provided:	office admin

*JOY 94.9 is a high profile community radio station in Melbourne, the station is looking for an enthusiastic and reliable person to join our team of volunteers to perform office admin and program support activities for a station that is truly unique in the Australia media landscape.*

**position overview - the purpose of the position is:**

to work as a volunteer member of the admin team to undertake a range of office and administration services; to perform front desk duties and represent JOY as the first point of contact when answering the telephone or welcoming visitors and guests; to provide support to the on-air program; to achieve and maintain customer service levels with regard to office and station procedure standards.

*( this is a shared role and is performed by more than one volunteer - the role comprises the following range of tasks and individual volunteers may perform any of the following tasks )*

**key responsibilities**

- perform a range of office and administration services to achieve and maintain service levels with regard to office and station procedure standards
- represent JOY as the first point of contact when answering the telephone; welcoming members, visitors and guests; or replying to an email
- perform a range of front desk duties – plus keeping the front desk area neat and tidy
- attend to queries from listeners and other customers of JOY – and provide a high degree of customer service by actioning requests and queries efficiently
- complete support activities for the on-air program – particularly phone support

*( a more comprehensive list of tasks is filed in the information binder at the front desk )*

*(other - all volunteers)*

- undertaking research to develop resources, information and material to use for various team activities
- attending to correspondence; sundry office and administration tasks; filing; and ad-hoc tasks allocated by team manager or general manager
- assisting with arrangements for station promotions, special and ad-hoc events
- providing reports to team manager, as required
- referring complaints / issues to team manager or general manager
- all position holders at JOY are required to perform their duties in accordance with current organisational policy and procedures and relevant ACMA and CBAA requirements; to minimum performance standards, and:
  - ensure adherence to the JOY Melbourne Inc. constitution
  - comply with health and safety guidelines and instructions to ensure a healthy, safe and environmentally responsible workplace; and cooperate and comply with equal opportunity legislation.

**key selection criteria**

**required skills / knowledge** - contribute to the success of JOY94.9 through:

- strong customer service skills
- good interpersonal skills
- clear and concise verbal and written communication skills
- accuracy and attention to detail
- ability to work to tight deadlines or time critical events
- good organisational skills
- develop a broad knowledge of Station policy and procedures
- team player
- basic proficiency in use of computer (Word / Excel / Outlook mail client / Internet browsing)
- willingness to show initiative and learn new skills.

**application process:**

- to apply for this position, follow the instructions on volunteer application
- queries to [OArecruitment@joy.org.au](mailto:OArecruitment@joy.org.au)
- we will contact suitable applicants to arrange an interview

**academic qualifications / technical skills**

- not applicable

**other**

- all volunteers are required to be a financial member of JOY and maintain the membership during the term of their volunteer status - membership of JOY 94.9 is governed by the JOY constitution - a copy of the constitution is available from the JOY website.

