



Volunteer Position Description

Position Title: MSA Department Experience – Office Administration Volunteer

Unit: Department

Reports to: MSA Short Courses Manager

Effective Date: Term 1: January
Term 2: February
Term 3: March – May
Term 4: July
Term 5: August – October
Term 6: December

Incumbent _____
Signature _____ **Date** _____

APPROVED BY SUPERVISOR _____
TITLE _____
SIGNATURE _____ **Date** _____

ORGANISATIONAL CONTEXT

Monash Student Association:

Located at the Clayton Campus of Monash University the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs.

Position Summary:

The Monash Short Courses Centre is a not-for-profit service provided by the Monash Student Association. Since 1969, we have been providing high quality, low cost short courses in a range of interest areas, including computer training, languages, art and crafts, music and dance, health and wellbeing, food and wine, vocational and business skills, personal development, and practical skills. In 2004 the Centre became a Registered Training Organisation (RTO) and as such has commenced offering nationally accredited training. The Centre employs a full-time manager and two full time administrative and promotional staff, as well as over 80 specialist tutors who teach courses over three semesters each year.

The Short Courses Volunteer will play an Office Administrator role under the direction of the Short Courses Manager, who reports directly to the Executive Officer. The Short Courses Volunteer is expected to be able to work as part of a team to ensure transactions that administrative task are completed in accordance with the guidelines and the requirements of the MSA Constitution and the association's policies and procedures.

The volunteer is asked to report to the Short Courses Manager. This position is located at the Association's offices at Clayton campus.

The volunteer can choose to complete the program on a full-time or part time basis, for up to 15 days (110 Hours). The volunteer is free to end the program at any time. If requested by the volunteer, the term can be shortened or extended according to each student's needs. The *MSA Learning Experience* is limited to one volunteer each full-time term and two volunteers each part-time term.

At completion, the volunteer will receive a *Volunteer Certificate in Office Administration* and one reference letter from the Short Courses Manager.

As per the *MSA Volunteer Reward Program*, for each hour that the volunteer is required they will be rewarded with .5 Reward Points. No more than 120 Hours/60 Reward Points can be claimed per term. To claim Rewards Points, the volunteer must record points using the *MSA Volunteer Position Log* (Form is located on the MSA Website).

KEY RESULTS AREAS AND RESPONSIBILITIES

1. Operational

- As part of the Short Courses team, the volunteer will be asked to complete duties in some or all of the following areas:
 - Answering Phones
 - Answering Emails
 - Filing

- Photocopying
- Shadowing the Short Courses Manager and other Short Courses staff.
- Poster distribution
- Updating Social Media
- Data entry
- Following up customer inquiries
- Setting up & tidying rooms and equipment
- Collecting and sorting mail
- Assisting with events such as orientation, Open Day and careers expos
- Maintain a safe work environment and standard of operation.
- Ensure a professional level of customer service is achieved at all times.
- Ensure that established sanitation and safety standards are maintained.
- Provide support to the MSA Short Courses Manager and other MSA staff and volunteers.

2. Policy, Procedures, Quality and Systems

- Contribute to policy or procedural initiatives.
- Ensure that the MSA volunteer policies and procedures are strictly adhered to.

3. Leadership and Management

- Ensure OH&S compliance.
- Provide continual feedback on efficiency and performance.
- Ensure statutory requirements and MSA policy, are being adhered to by students who are volunteering within area of responsibility.

4. People Management Requirements

- Treat employees, customers and peers with honesty, fairness and respect.
- Demonstrate the values of Monash Student Association.
- Act in a manner that is consistent with Monash Student Association's culture, values and strategic vision at all times.

5. OH&S Requirements

- Conduct your duties in a safe manner at all times, resulting in no injuries to yourself or others.
- Maintain a safe workplace in accordance with Monash University and Monash Student Association guidelines.
- Comply with all legislative OH&S requirements, including but not limited to, reporting all hazards immediately, reporting all incidents immediately, participating in OH&S training and ensuring all necessary licences, registrations and certificates pertaining to the role are in place.
- Correctly use Personal Protective Equipment (PPE) and other equipment when required.

KEY RESULTS AREAS

- Works well in a team environment, both within the immediate area of responsibility and that of the wider Monash Student Association.

KEY SELECTION CRITERIA

Essential

1. Current enrolment in an undergraduate degree at Monash University.
2. High level of computer literacy, preferably with sound skills in Microsoft Office and Adobe suite programs.
3. Proven ability in completing a varied and complex workload in a timely and effective manner in conjunction with maintaining attention to details and accuracy.
4. Initiative in problem solving and recommending solutions to group goals.
5. Ability to deal efficiently and tactfully with sensitive and confidential matters.
6. Interpersonal skills, with demonstrated strong written and oral communication skills. Ability to develop and maintain constructive working relationships at all levels and across diverse groups.
7. Proficient communication skills at all levels.
8. Enthusiasm for working with and for students in the tertiary environment.

Desirable

1. Office Administration experience.
2. An understanding of the principles of not-for-profit organisation.

OTHER JOB RELATED INFORMATION

From time to time there will be a requirement for the incumbent to work outside the normal span of hours at critical pressure periods, such as during the year-end, and the orientation periods at the commencement of each academic semester.

This position is a volunteer role. No remuneration is provided for work undertaken.

MSA Volunteers may be eligible for the 'MSA Volunteer Certificate' as per the MSA volunteer policies and procedures.