

# Administrative Worker



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## Roles of an Administrative Worker

- Greet visitors and telephone callers and find out the nature of their enquiry.
- Operate telephone switchboards and consoles to connect, hold, transfer and disconnect telephone calls.
- Answer general enquires about the organisation.
- Monitor access of visitors and may administer security cards.
- Provide information to assist clients or refer them to appropriate contacts, either in the organisation or elsewhere.
- Arrange appointments for callers or for people working in the organisation and keep records of these.
- Carry out word processing, filing, bookkeeping and banking as required.
- Send out accounts; receive payments and order stationery and office supplies.
- Open and deal with incoming mail, and organise outgoing mail and postage.
- Check guests into and out of the hotel, give information on facilities available and advise visitors about places of interest if working in hotels or motels make reservations.
- Organise bookings, deal with changes in schedules, present accounts after treatment and handle money if working in surgeries, salons, or similar places paper or electronic diaries.
- Assist in the promotion of products and give prices and details to customers if working in sales area.
- Keep reception area tidy.
- Maintain telephone and staff location lists.
- Organise catering for staff meetings or functions
- Process travel and accommodation arrangements for staff and visitors.
- Perform administrative tasks like photocopying, binding and laminating.
- Look after a petty cash account.
- Assist other administrative staff.

## Career Opportunities

- Admissions Clerk
- Ward Clerk
- Supervisor
- Assistant Manager

## Personal Skills required of an Administrative Worker

- Knowledgeable in administrative policies, systems and procedures.
- Familiar with purpose, background and policies of the organisation you are working for.
- Able to communicate and listen and the ability to relate to people from different cultures and backgrounds.
- Competent with computers and word-processing.
- Able to use general office equipment such as photocopiers, printers and data, projectors, fax machine.
- Aware of the roles other staff.
- Proficient at planning and organising.
- Able to work neatly and accurately.
- Capable of working supervision.

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Adapted from Australian Government Department of Education, Employment & Workplace Relations Job Guide <http://www.jobguide.thegoodguides.com.au/> and reviewed by SWSLHD staff

### **Qualifications Required**

Certificate IV in Health Supervision

### **Improve Your Chances**

Complete a course in Business, Office Administration, Hospitality or Medical Reception Skills and Medical Terminology.