**JOB DESCRIPTION**

**Position title: LCA Member Services Support Officer**

**LCA Department: LCA Finance and Administration**

**Line manager: LCA Business Manager**

**Location: LCA Churchwide Office, Adelaide**

**FTE: 1.0**

**Primary Objectives**

* To provide a professional and welcoming introduction to everybody who contacts the LCA Churchwide Office seeking assistance and support
* To efficiently and effectively address inquiries or refer them to the relevant LCA ministry area.
* To provide assistance to churchwide office staff as directed. Carry out administrative duties as required.
* This position is ideally suited to job sharing and may be allocated to more than one person at any one time.

**Key Tasks**

* To answer and manage telephones and all calls, and to administer all systems associated with the telephone.
* To manage all front desk enquiries.
* To handle all incoming and outgoing mail, and to administer the postal accounts.
* To take and oversee the bookings for meeting and accommodation rooms.
* To ensure the photocopiers are available for use by all staff at all times.
* To maintain stocks of and order stationery and tea room supplies for the office.
* To process copyright payments so that the LCA obligations to copyright managers and holders are properly honoured.
* To assist with clerical duties, typing of letters, schedules, minutes and presentations as required.
* To assist with accounts payable processing for Churchwide Office.
* To maintain the Reception Procedures Manual ensuring it is accurate and up-to-date.
* To ensure allocated clerical functions are carried out
* To assist with any required building maintenance or repair.
* To provide a high level of service to LCA members and people who engage with the LCA
* To assist with any other tasks allocated by the LCA Business Manager.

**Qualifications**

Essential

* Certificate IV in Frontline Services (or equivalent, or be prepared to work towards).
* Competent keyboard skills and ability to manage and use standard office equipment.
* Accounts receivable and payable experience.
* Office Administration experience.
* National Police Certificate.
* Current driver's license.
* Microsoft Office experience, especially Excel, Word, Outlook and SharePoint.
* Crystal Reports and Adobe Professional

Desirable

* Certificate in Administration & or Accounting (or studying towards),
* Skills in supervising volunteers.

**Professional Development**

* The Member Services Support Officer will be encouraged to engage in regular professional development/training courses to stimulate knowledge and skills relevant to the role.

**Contacts/Working Relationship**

* The Member Services Support Officer will be required to work and communicate with:
	+ *Boards, councils, commissions, committees, parishes, congregations, departments, districts and organisations of the LCA.*
	+ *Pastors and Lay workers.*
	+ *Management, staff and volunteers.*
	+ *External organisations.*
	+ *Overseas partner churches.*
	+ *Visitors and contractors*

**Salary and Conditions**

* The Member Services Support Officer will be employed under the Clerks Private Sector Award 2010, Level 3 – 5 depending on expertise and qualifications.
* Some out of hours work and travel may be required.

**General terms of appointment**

* Prefer that the appointee be a member of the Lutheran Church of Australia.
* Able and willing to work in the environment of the LCA.
* Agree to abide by all LCA policies as applicable.
* Observe and comply with the LCA Work, Health & Safety policies and procedures.

Reviewed November 2022