# Admin Officer – Client Services– Ref: ADMIN0521

**Position:** Administration Officer – Client Services – Ref: ADMIN0521

**Classification:** Level 3 – Part-time (hours TBA)

**Remuneration:** circa $62,753 (pro rata) plus super and attractive salary packaging options

**An opportunity to make a difference**

Caxton Legal Centre represents the interests of people who are disadvantaged or low-income earners when they come into contact with the Law.  Caxton is seeking expressions of interest for the role of **Administration Officer – Client Services** as part of our Client Services Team.  The Client Services team is the first point of contact for clients either in person or by phone. The Administration Officer is a customer facing role, providing the first point of contact with clients. Predominantly, the role is to undertake a basic initial assessment of each client’s social and legal services needs to understand whether Caxton can assist or if a referral to an alternate provider would be more suitable.  The role experiences significant peak periods where the applicant will need to manage high volumes. The role also encompasses general administrative support as required.

**Key accountabilities**

* Provide exceptional customer service to all clients ensuring issues are dealt with in a respectful and confidential manner
* Triage each client’s social and legal service needs appropriately and escalate as required
* Undertake conflict checks for clients
* Conduct Intakes with Clients and enter required information in preparation for their appointment with the lawyer.
* Collection and input of data to meet reporting requirements as instructed by the Line Manager
* Distribution of incoming and outgoing mail and deliveries in a timely manner
* Make diary appointments for clients ensuring collection of all relevant information
* Working with broader Administration team to provide support as required
* Ensure the reception area is well presented and well-resourced at all times
* Assist with filing, retrieval and destruction of relevant files and records

**Essential** **requirements**

* Experience in a customer facing role, with the ability to deal with vulnerable and/or marginalised members of the community
* A high level of resilience
* A good level of computer literacy and competency in major administration software packages such as Microsoft (Outlook, Excel, Word), SharePoint and CLASS
* Good organisational and time management skills
* Ability to ‘think on your feet' and work independently in the absence of specific instruction
* Excellent time management skills and the ability to multi-task and meet relevant deadlines
* Ability to appropriately deal with sensitive and highly confidential information with a high level of tact, discretion and judgement
* Strong communication skills, particularly in obtaining information from clients
* Available to work varying hours including office hours and 2 nights per week.

The successful applicant will have the ability to work with clients with complex legal and social issues and who may have an impairment or be culturally or linguistically diverse.

If you are interested in joining a team who are highly committed to social justice and value diversity and human rights, please send your cover letter addressing the key accountabilities and essential requirements along with your CV quoting **reference: ADMIN0621** to [vacancy@caxton.org.au](mailto:vacancy@caxton.org.au).

Expressions of Interest must be received by close of business **Friday 25th June 2021**.  Due to the high volume of applications, only those successful in gaining an interview will be contacted.