Position Description

Title	Clerical Assistant
Position Location	Various
Reports to	Director
Direct Reports	Nil
Classification	C&K Children Services Enterprise Agreement

The Creche and Kindergarten Association Limited (C&K) is a not-for-profit early childhood provider with more than 320 early childhood education and care (ECEC) centres located across Queensland.

Our purpose is to nurture and inspire children to succeed in an ever-changing world. This is at the forefront of everything we do.

C&K's vision is to be *a place where every child flourishes*.

Our values:

- *we put children first*
- *we respect all people and each other*
- *we work with integrity and strive for excellence in everything we do*

These underpin the way we work with children and families, communities, colleagues and partners.

Child Protection and Safeguarding is a shared responsibility at the Creche & Kindergarten Association – across leadership, governance, employees, volunteers and families. As a signatory to the Queensland Statement of Shared Commitment, C&K recognises that every interaction counts in creating an environment where children feel safe, secure and self-confident. All employees at C&K embrace this safeguarding culture and enforce our zero tolerance for any abusive or inappropriate actions. They do this by creating inclusive, culturally safe and nurturing environments where children are empowered to thrive through quality relationships and voice their perspectives with confidence, knowing that they will be heard and taken seriously. Our recruitment processes reflect these child-safe commitments and are designed to identify the most suitable and qualified persons to work with children and facilitate a child-safe environment.

We reinvest our surplus to benefit children and families disadvantaged in their access to early childhood education. This includes children with additional needs and children and families in rural, remote, Aboriginal and Torres Strait Islander and disadvantaged communities.

Purpose	To provide administrative support to the service Director.
Key accountabilities	• Collect and record data for QLD Kindergarten Funding Scheme (QKFS) validation and application of Health Care Card subsidies • Process financial transactions which includes issuing receipts, statements, entering payments and deposit banking • Regularly advise the Director of non-payment of fees so that appropriate action can be taken

	• Retain accurate attendance records for children and generate child data reports • Maintain filing and archiving systems including staff registers • Coordinate phone calls, emails and correspondence, answer queries or direct to appropriate person and escalate concerns immediately • Acknowledge all Kidsoft reminders, notifications and exit all children at the end of the year. Process kindergarten receipts at the end of term • Process all WINC, MTA, hats and t-shirt orders • Work with the centralised enrolments team to provide support at a service level • Support families to enrol in the service (walk ins, phone calls or emails). This includes assisting families with web portal registration (iParent Portal) and completion of the online wait list form. • Ongoing communication with centralised enrolments and the Director regarding potential enrolments. Continuous follow up with families to drive enrolment conversions from enquiries. • Other duties as directed by the Director
Key Selection Criteria	1. National Child Safety Training 2. Demonstrated ability to manage cash handling procedures such as billing, receipting, banking and reporting is preferred 3. Proven well developed written, verbal, interpersonal communication and presentation skills coupled with a strong customer service focus 4. Exceptional attention to detail and strong numerical skills 5. Demonstrated high level of organisational and time management skills 6. Demonstrated accuracy and thoroughness with attention to detail in all work undertaken 7. A working knowledge of the Microsoft Office suite of products with the ability to learn new software applications 8. Ability to maintain a very high level of confidentiality and integrity 9. Able to work autonomously as well as in a team environment

Additional information

The successful applicant will be required to travel as necessary. Hold a positive notice (Blue Card) working with children check; National Child Safety Training and a current driver's licence. The information above is not intended to be an all-inclusive list of the responsibilities of the job described. Rather, they are intended only to describe the general nature of the job. C&K is a growing organisation; to support the vision for the business it is expected that the incumbent will evolve the position over time in alignment with the dynamic nature of the business and the region.

Workplace Health and Safety

Physical Job Demands Profile	
Physical Factor	**Frequency and Duration**
Standing and/or walking	**Frequent** - performed for 1/3 to 2/3 of work day, 101-500 repetitions per day, or 11-63 repetitions per hour
Sitting	**Constant** – performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour
Lifting	**Occasional** – performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Carrying	**Occasional** – performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Pushing and/or pulling	**Occasional** – performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Climbing	**Rare** – performed for less than 5% of a work day or less than once per day e.g. once per week
Bending and twisting	**Occasional** – performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour

Kneeling, crouching and squatting	**Occasional** – performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Reaching	**Occasional** – performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Handling and gripping – low items	**Constant** – performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour
Handling and gripping – high exertion	**Rare** – performed for less than 5% of a work day or less than once per day e.g. once per week

Cognitive Job Demands Profile	
Cognitive and Psycho-Social Factors	**Frequency and Duration**
Cognitive processing	**Constant** – performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour
Exposure to time pressure, changes to work direction and/or reduced personal control of work	**Constant** – performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour
Exposure to emotional situations	**Occasional** – performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Communication	**Constant** – performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour
Responsibility	**Constant** – performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour