

# Position Description

<b>Title</b>	Clerical Assistant
<b>Position Location</b>	C&K Branch Service
<b>Reports to</b>	Director
<b>Direct Reports</b>	Nil
<b>Classification</b>	Permanent or contract, full time or part time
<p>The Crèche and Kindergarten Association Limited (C&amp;K) is a not-for-profit early childhood provider with more than 350 early childhood education and care services located across Queensland. C&amp;K acknowledges that each child and family have unique early education and care requirements and so we provide a range of different programs including childcare, kindergarten, limited hours and outside school hours' care.</p> <p>C&amp;K reinvests our surplus to benefit children and educators across all C&amp;K services. We are committed to, and working hard to deliver on our vision - <i>to guide children's learning journey and maximise their life outcomes</i> - while providing additional support and care to families and the wider community.</p> <p>C&amp;K's guiding principle is that <i>children come first</i>. The C&amp;K team aims to ensure this principle is at the forefront of everything we do.</p> <p>Our values of: Integrity, Respect, Collaboration, Courage and Safety underpin the way that we work with our colleagues, partners, children, families and communities. These values guide us in building strong working relationships and help us to promote a working environment where our people are engaged, feel valued and are committed to C&amp;K.</p>	
<b>Purpose</b>	To provide administrative support to the service Director.
<b>Key accountabilities</b>	<ul style="list-style-type: none"> <li>• Collect and record data for QLD Kindergarten Funding Scheme (QKFS) validation and application of Health Care Card subsidies</li> <li>• Process financial transactions which includes issuing receipts, statements, entering payments and deposit banking</li> <li>• Regularly advise the Director of non-payment of fees so that appropriate action can be taken</li> <li>• Retain accurate attendance records for children and generate child data reports</li> <li>• Maintain filing and archiving systems including staff registers</li> <li>• Coordinate phone calls, emails and correspondence, answer queries or direct to appropriate person and escalate concerns immediately</li> <li>• Acknowledge all Kidsoft reminders, notifications and exit all children at the end of the year. Process kindergarten receipts at the end of term</li> <li>• Process all WINC, MTA, hats and t-shirt orders</li> <li>• Work with the centralised enrolments team to provide support at a service level</li> <li>• 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.</li> </ul>

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	<ul style="list-style-type: none"> <li>Ongoing communication with centralised enrolments and the Director regarding potential enrolments. Continuous follow up with families to drive enrolment conversions from enquiries.</li> <li>Other duties as directed by the Director</li> </ul>
<b>Key Selection Criteria</b>	<ol style="list-style-type: none"> <li>Demonstrated ability to manage cash handling procedures such as billing, receipting, banking and reporting is preferred</li> <li>Proven well developed written, verbal, interpersonal communication and presentation skills coupled with a strong customer service focus</li> <li>Exceptional attention to detail and strong numerical skills</li> <li>Demonstrated high level of organisational and time management skills</li> <li>Demonstrated accuracy and thoroughness with attention to detail in all work undertaken</li> <li>A working knowledge of the Microsoft Office suite of products with the ability to learn new software applications</li> <li>Ability to maintain a very high level of confidentiality and integrity</li> <li>Able to work autonomously as well as in a team environment</li> </ol>

#### Additional information

The successful applicant will be required to travel as necessary. Hold a positive notice (Blue Card) working with children check 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	<b>Frequent</b> - performed for 1/3 to 2/3 of work day, 101-500 repetitions per day, or 11-63 repetitions per hour
Sitting	<b>Constant</b> - performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour
Lifting	<b>Occasional</b> - performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Carrying	<b>Occasional</b> - 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	<b>Occasional</b> - performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Climbing	<b>Rare</b> - performed for less than 5% of a work day or less than once per day e.g. once per week
Bending and twisting	<b>Occasional</b> - 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	<b>Occasional</b> - performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Reaching	<b>Occasional</b> - 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	<b>Constant</b> - 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	<b>Rare</b> - performed for less than 5% of a work day or less than once per day e.g. once per week

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Cognitive Job Demands Profile	
Cognitive and Psycho-Social Factors	Frequency and Duration
Cognitive processing	<b>Constant</b> – 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	<b>Constant</b> – 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	<b>Occasional</b> – performed for up to 1/3 of work day, or 1-100 repetitions per day, or 1-12 repetitions per hour
Communication	<b>Constant</b> – performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour
Responsibility	<b>Constant</b> – performed for more than 2/3 of work day, or more than 500 repetitions per day, or more than 63 repetitions per hour

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The Creche & Kindergarten Association Limited  
ABN 59 150 737 849