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Pack  
Store  
Move

**41-45 STEPHEN STREET, TOOWOOMBA, Q. 4350**

### Job Description

<b>TITLE:</b>	<b>Business Administration Trainee (Level III)</b>
<b>VOCATIONAL AREA</b>	Business Administration
<b>EMPLOYMENT CONDITIONS:</b>	12 month Traineeship position
<b>LOCATION</b>	Toowoomba
<b>HOURS OF WORK:</b>	38 hrs per week
<b>RESPONSIBLE TO:</b>	Office Manager
<b>PROBATION:</b>	30 days from commencement

### About the employer

Jewells Removals is a family owned and operated company that has been relocating clients furniture and effects for 120 years. We are also the only Removal company in Toowoomba that can offer our clients both Managed Storage and Self Storage along with Toowoomba's largest range of Packing Supplies.

### Overview of Position

The trainee reports directly to the Office Manager and will have direct contact with members of the public, businesses and suppliers. As the position is the first contact for our business it is expected that you provide friendly customer service whilst providing accurate information.

As part of the Jewells team, the trainee would be responsible for providing relevant product and service advice to clients. The incumbent liaises closely with all Jewells staff to ensure the day to day administrative and retail operations run smoothly.

Within the role the trainee will assist in the administration of the day to day operations of the office including Telephone Enquiries, Basic Data Entry, Incoming and Outgoing Mail, Running of our Daily Process, Scanning, Printing and Estimators and Receipt payments from clients.

### Duties/Responsibilities

- Answer incoming telephone calls and take/forward messages
- Distribution, transmission and filing of incoming and outgoing faxes
- Data Entry, Filing, Archiving and Maintenance of records
- Understanding and competency in basic data entry functions
- Daily Incoming/Outgoing mail including collection of mail from the post office
- Banking
- Assist in mail out of Monthly accounts
- Photocopying
- Provide general assistance to all staff as required
- Daily Processing
- Sales
- Customer Service
- Cleaning of Office and Kitchen
- Regular rounds of our Storage Facility twice weekly and sweeping any sheds as required

[www.jewells.net.au](http://www.jewells.net.au)

## **Confidentiality**

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All material and information is to be deemed to be of a confidential nature and any breach of this confidentially shall be a breach of the employment contract, and will lead to termination of employment.

## **Workplace Health and Safety**

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All employees have an obligation to comply with the organisation's workplace health and safety policies, procedures, and instructions to ensure a safe workplace.

## **Use of Equipment**

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During the performance of duties, the Business Administration Trainee will be required and expected to operate the following:

- Personal Computer
- Microsoft Office
- Standard Office Equipment (Telephone, Facsimile, Photocopier, Printer and Scanner)
- Specialist Software relevant to the role (Training will be provided)

## **Person Specification**

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- Eligibility to undertake a Traineeship (conditions apply)
- Ability to work co-operatively and effectively in a team environment
- Ability to work with people from diverse cultures
- Clear and Professional telephone manner
- Respect for confidentiality and privacy of client information and files
- Sound computer skills (Microsoft suite)
- Ability to work under minimal supervision and adhere to routine tasks till completed to required standard.
- Sound literacy and communication skills
- Friendly, honest and reliable

## **Selection Criteria**

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### **Essential**

1. Interest in Business Administration
2. A high level of Computer Literacy, preferably Windows 2007 and Microsoft Office
3. Demonstrated Interpersonal and Written Communication skills
4. Ability to Problem Solve
5. The ability to actively participate in and effectively contribute to a team environment within an organisation that values employment equity, anti-discrimination and ethical behaviour
6. Comply with company OHS policies and procedures

### **Desirable**

1. Current Drivers Licence (Open or Provisional)
2. Successful Completion of Secondary Education