

Master Builders Victoria

Operations Administrator

About the role:

The Operations Administrator will act as the key contact for greeting clients and training participants at the Building Learning and Simulation Centre (BLSC) in South Melbourne and will assist the Operations Team with timely administrative and logistical support.

Key Knowledge, Skills and Attributes:

- Exceptional customer service orientation
- Familiarity with Student Management Systems (SMS)
- Well developed ability to meet deadlines whilst maintaining accuracy and attention to detail
- Excellent planning and organisational skills
- Excellent written and verbal communication skills

Key Position Tasks:

- Welcome clients/training participants at reception and assist as needed
- Provide telephone and face-to-face advice, information and assistance to prospective and enrolled students concerning courses, assessments and study options when required
- Manage course booking proficiently including course enrolments, invoicing, confirmation, cancellations, transfer and reminder communications
- Set up training rooms ready for operation and ensure appropriate training resources are available
- Provide clerical support as required including word processing, records filing, spreadsheet development, data entry and invoice checking

Prior Experience:

- Previous experience in an administrative/clerical role
- Desirable: prior experience working for a training or educational organisation

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