Job Description.
Office Manager

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45 Sussex Road,
Forrestfield WA 6058

Job title: Office Manager
Reporting to: Managing Director
Job Type: Part-Time
Salary: $32 per hour + super + bonuses
Hours: Office-based: Wednesday-Friday 3:00pm-8:00pm, Saturday 8:00am-12:00pm + flexible remote working hours
Location: 45 Sussex Road, Forrestfield WA 6058

We are looking for a goal-driven, results-orientated person with excellent customer service skills. The purpose of the role is to convert prospective students from enquiry to enrolment and support their journey with our company in an administrative capacity.

Refined marketing skills are also vital in ensuring enrolment related marketing initiatives are strategic, timely and effective.

The Office Manager is responsible for ensuring the smooth daily administrative running of our Forrestfield operations. This role is suitable for an individual who has a vibrant, engaging personality, with high professionalism, attention to detail and, most importantly, is able to effectively multi-task.

Responsibilities:

- Building positive relationships with clients and their families
- Managing enrolments, scheduling, and invoicing via MindBody schedule software
- Responding to new enquiries and following up on old client leads
- Maintaining client and company files
- Managing customer accounts and payments
- Supporting teaching staff in an administrative capacity

Essential Skills:

- Minimum 3 years' experience in office management / managing staff
- Excellent organisational skills and attention to detail
- High degree of written and verbal communication skills
- High degree of computing skills
- High degree of experience using appointment scheduling software
- High degree of experience using Excel Spread Sheets
- High degree in problem-solving
- High degree of multi-tasking ability
- Demonstrated ability to work autonomously and in a small team
- Self-motivated and independent
- Demonstrated capacity to develop admin procedures and to think 'outside' the box as part of our goal for continuous improvement
- Great presentation

- Ability to work remotely as required (work phone provided)

Key responsibilities & duties

Duties of the role	Time spent	Competencies sought	Must have or optional (can be trained)
Respond to enquiries – over the phone and face-to-face Building positive relationships with clients	25%	• Excellent communication skills • Problem solving skills • Friendly but professional approachable manner	Must Have
Managing bookings, scheduling, and invoicing via MindBody Scheduling System Supporting teaching staff in an administrative capacity	45%	• Excellent organisational skills and attention to detail • Excellent communication skills • Excellent understanding of Excel and online booking/scheduling systems • Team orientated approach	Must Have/Training Provided
Customer Accounts/Payments	20%	• Excellent communication skills, computer skills, problem solving skills	Must Have
General Administration	10%	• 'Outside-the-box' thinking and a capacity to think of how we can 'do' better	Desirable

Authorised by: Daryl Eagle (Managing Director)
Date: 28 February 2021