

# Early Childhood Education and Care

Position Description	
Position Title	ECEC Administration Assistant
Program Location	Early Childhood Education and Care (ECEC) Centre
Reports To	Director of relevant ECEC Centre
Direct Reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 3
Community Services #1 Capability Level	Level 3
Objective	<p>The primary purpose of this position is to provide administrative support to the Service(s) Director/Nominated Supervisor to ensure the smooth running of the service in line with the relevant regulations and standards.</p> <p>Under guidance of the Service Director/Nominated Supervisor, the role will maintain positive relationships with the children, families, staff and management to deliver the best outcomes for the families and children.</p>
Key Accountabilities and Capabilities	<p>Perform a range of administrative processes to support maintain the running of the program, including process for CCS funding, enrolments for the services and maintaining client information.</p> <p>Under the guidance of the director, assist in developing and maintaining procedures relating to administrative functions of the service.</p> <p>Provide quality customer service for program queries, following up with Clients, using sound judgement for escalating queries and maintain record keeping as per the National Quality Standards.</p> <p>Monitor and administer program inboxes, answering phones and providing assistance where necessary.</p> <p>When required act as the responsible person on duty.</p> <p>Report directly to the Service Director/ Nominated Supervisor of any problem arising, which would affect the children, service approval or rating, regulatory and legal compliance or the smooth running of the service.</p>

