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## JOB DESCRIPTION – ADMINISTRATIVE ASSISTANT

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**Job Title:** Administrative Assistant

**Department:** Corporate and Administration

**Reports To:** Office Manager

### Job Overview

As an Administrative Assistant at Trendie, you will play a pivotal role in ensuring the seamless operation of the office, contributing significantly to the efficiency and productivity of the organisation. Your responsibilities will span across various administrative functions, including the management of communications, scheduling, record-keeping, and office supplies. You will be integral in maintaining a well-organised and professional office environment that supports the goals and objectives of the entire team.

### Key Responsibilities

- **Administrative Support:** Provide comprehensive and high-quality administrative support to the office staff by managing phone calls, emails, and correspondence with the utmost professionalism and attention to detail. Ensure timely and accurate communication across the office to facilitate smooth operations.
- **Scheduling and Coordination:** Coordinate and manage meetings, appointments, and events, ensuring that all logistics are well-organised and that the scheduling meets the needs of all stakeholders. Proactively resolve scheduling conflicts to ensure efficient use of time and resources.
- **Record Keeping:** Maintain accurate, up-to-date, and well-organised records, including both physical and electronic filing systems. Ensure that documents, reports, and information are easily accessible while adhering to confidentiality and data protection requirements.
- **Document Preparation:** Assist in the preparation of reports, presentations, and various official documents. This includes proofreading, formatting, and ensuring the accuracy and completeness of all materials prior to submission.

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- **Office Supplies Management:** Monitor and manage office supplies inventory, ensuring that supplies are available when needed and that expenditures are controlled. Liaise with suppliers to ensure cost-effective purchasing and timely delivery of necessary resources.
- **Visitor Management:** Serve as the first point of contact for visitors, creating a welcoming and professional atmosphere. Direct visitors to the appropriate departments or personnel and ensure a smooth and efficient flow of visitors within the office.
- **Mail Handling:** Manage the distribution of incoming and outgoing mail, including sorting, organising, and ensuring timely delivery. Coordinate courier services and manage urgent deliveries when necessary.
- **Onboarding Support:** Assist with the onboarding process for new employees by setting up workstations, preparing orientation materials, and facilitating their integration into the company. Ensure new hires receive the necessary resources to succeed in their roles.
- **Additional Tasks:** Perform other administrative duties as assigned by the Office Manager or senior staff. Proactively contribute to the continuous improvement of office procedures and overall operational efficiency.

## Qualifications and Experience

- **Education:** Completion of secondary education (Year 12) is required. Post-secondary qualifications in office administration, business, or a related field are highly desirable.
- **Experience:** A minimum of 2 years' experience in an administrative support role, preferably within a corporate or professional environment.
- **Skills:** Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and familiarity with office management software. Strong organisational, communication, and interpersonal skills are essential.

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## Skills and Competencies

- **Multitasking:** Demonstrated ability to manage multiple priorities, maintain focus, and meet deadlines in a dynamic, fast-paced office environment.
- **Detail-Oriented:** Strong focus on accuracy and attention to detail in all tasks, including document preparation, record-keeping, and scheduling.
- **Problem-Solving:** Excellent critical thinking and decision-making skills, with the ability to quickly address challenges and offer practical solutions.
- **Teamwork:** Capable of working both independently and collaboratively as part of a team, fostering a positive and supportive work environment.
- **Customer Service:** Exceptional interpersonal skills, with a focus on delivering high-quality service to both internal and external stakeholders.

## Working Conditions

This is a full-time role based in an office environment. Occasional overtime may be required to support specific office activities or deadlines. The position demands a high degree of organisation, attention to detail, and effective time management to manage a variety of administrative tasks.

## Key Performance Indicators (KPIs)

- **Administrative Efficiency:** Demonstrated ability to effectively manage and complete all assigned administrative tasks.
- **Accuracy and Timeliness:** Precision in handling correspondence, record-keeping, and scheduling tasks, while meeting all deadlines.
- **Employee Satisfaction:** Positive feedback from colleagues and supervisors regarding the level of support provided.
- **Office Organisation:** Contributions to the overall organisation, cleanliness, and operational flow of the office.
- **Resource Management:** Efficient management of office supplies and resources to prevent shortages and waste.



# Trendie

## **Company Values and Culture**

At Trendie, we foster a culture of excellence, collaboration, and innovation. As an Administrative Assistant, you will embody these values by ensuring the office operates efficiently, contributing to the productivity and success of the team. Your role is crucial in creating a professional, organised, and positive work environment for all employees.

## **Career Path**

There are multiple opportunities for growth within the administrative and corporate support streams. Successful Administrative Assistants may advance to positions such as Senior Administrative Assistant, Office Manager, or Executive Assistant. Opportunities to specialise in areas such as corporate services, project management, or event coordination are also available for those seeking further career development.

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