### **EASTERHOUSE CITIZENS ADVICE BUREAU**

#### ADMINISTRATION ASSISTANT

#### JOB DESCRIPTION

The Administration Assistant is responsible to the Manager; the main aims of this post are to provide a reception service to clients and administration and clerical support to paid and voluntary staff members.

# Main Duties

## Telephone/Reception

* Dealing with all incoming calls
* First point of contact for clients attending the office
* Obtaining files for clients interviews and/or recording details of call/visit for support staff

## Mail Handling : to be responsible for

* Recording all incoming mail
* Matching client correspondence with case file and passing to support staff
* Ensuring outgoing mail it timeously presented to support staff /manager for signing
* Circulating reports, minutes etc. to appropriate committee members and interested parties

## Computers - Undertake

* Typing/word processing correspondence and reports using bureau computer/software
* Input of data for statistical returns and recording information
* Compiling statistical data for annual report and other reporting purposes

## Photocopying

* Photocopying of reports, minutes etc. to ensure sufficient copies are available for circulation
* Other photocopying duties to ensure smooth running of office

## Filing- to be responsible for

* Ensuring copy letters are filed in clients case files and client case records are filed in appropriate place

Job Description/Cont

## Statistical Information

* Updating and maintaining the appropriate information database relating to client enquiries on a daily basis
* Retrieving appropriate information for reports, as requested by the Manager or Deputy Manager
* Preparing appropriate questionnaires and other materials as necessary for information retrieval exercises

## Library to be responsible for

* The updating and maintenance of information library and consultancy documents
* Updating and maintenance of a stock of appropriate leaflets and application forms in consultation with the Manager and Deputy Manager
* Liaising with Citizens Advice Scotland and National Association of CAB information departments
* Updating and maintenance of local information bank
* Updating and maintenance of bureau telephone diary

Miscellaneous - Any other duties which may be reasonably requested by the Manager or Deputy Manager.