

Position Description Port of Portland Office Administrator

December 2024

This document is subject to review from time to time

Section A

Position: Office Administrator

Reports to: Administration Manager

Location: Port of Portland

Term: Permanent (Full-time)

Section B

Position Objective: The Office Administrator will serve as the first point of contact at the Port of Portland's reception. This role ensures efficient management of administrative processes, focusing on permit coordination, accounts receivable, and departmental support. It also contributes to effective communication and ensures regulatory and financial compliance.

Nature and Scope: Port of Portland is a strategic deepwater Port operating in south-west Victoria.

The Port is owned by Palisade Ports Pty Ltd, an investment managed by Palisade Investment Partners.

Functional Relationships:

Internally

- Management Team
- All staff

Externally

- Tenants
- Port Users
- Contractors
- Customers

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Review Date

Signed: Employee

Signed: Manager

Section C – Key Tasks and Specific Accountabilities

The Office Administrator is responsible for the following:

1. Administrative Support

- (a) Provide high quality customer service, managing incoming communication, visitor management, supporting induction process and weighbridge queries
- (b) Assist with document preparation, filing, and records management.
- (c) Coordinate communication with customers, tenants, visitors and other stakeholders as required.
- (d) Manage office supplies, facilities, and equipment, coordinating with external vendors and service providers as required.
- (e) Support in developing communications and updating online platforms including the organisation website and social media.
- (f) Assist in planning, promoting, and organising events to support employee engagement, including diversity, inclusion, and wellbeing initiatives.
- (g) Support the implementation of sustainability initiatives and promote awareness about sustainable practices.
- (h) Contribute ideas and observations to improve processes, reporting and communication.

2. Permits Coordination

- (a) Process and track permit applications, payments, ensuring all documentation is complete and compliant with port regulations.
- (b) Maintain accurate and up-to-date permit records and databases, including monitoring permit expiry and liaising with user/tenants.

3. Accounts Receivable

- (a) Manage end-to-end accounts receivable processes, including customer record creation and maintenance, accurate invoicing, and issuing account statements.
- (b) Track and follow up on outstanding payments to ensure timely collections and maintain positive customer relationships.
- (c) Prepare and reconcile accounts receivable ledgers, bank accounts, and related balance sheet accounts.

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Section D – Person Specification

Qualifications

- Experience or certification in accounting/bookkeeping or business management is advantageous but not required.

Skills and Knowledge

- Relevant experience in administrative roles, preferably with accounts receivable, bank reconciliations and general ledger reconciliations.
- Familiarity with accounts receivable processes and financial systems.
- Strong communication and interpersonal skills, with the ability to communicate effectively with both internal and external stakeholders.
- Ability to manage time effectively, prioritise and manage multiple tasks and meet deadlines.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and adaptability to new systems and processes, including contractor and permit management software.

Personal Attributes

- Strong attention to detail, ensuring the accuracy of communication, documentation and financial management.
- Demonstrates initiative, critical thinking and problem-solving skills, identifying opportunities for continuous improvement.
- Willing to collaborate, take direction, communicate proactively and support various teams within the organisation.
- Commitment to promoting an inclusive, respectful and collaborative team environment.
- Dedicated to upholding safety and compliance standards, with a commitment to quality and consistency.

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