

Administration Manager

ALLIANCE FRANCAISE DE CANBERRA
Office Management (Administration & Office Support)
Salary range: \$66,000-75,000 (incl. Superannuation)

The Alliance Française de Canberra, with the support of the French Embassy in Canberra, encourages and promotes direct links between the people of the Australian Capital Territory and French culture. The Alliance Française not only provides French language training but also promotes every aspect of French culture through many events, including cinema, gastronomy, history, and literature.

The Canberra branch was created in 1944. We offer group and private classes for all levels and ages as well as cultural activities such as the French Film Festival, the French Market and the Fête de la Musique. The administration officer is essential to the proper functioning of the Alliance Française for the day-to-day activities, such as assisting students with their enrolments and queries. They have skills in sales, are organised, dynamic and are able to handle a fast-paced environment. This position implies good communication skills with the public in French and English, as a representative of French culture.

We are looking for someone who can work 38 hours per week.

Responsibilities

- Book keeping and reconciliation, processing payments.
- Promoting and selling our courses to current and new students.
- Ensuring a high quality front office services by greeting students upon arrival, assisting them with enrolment, redirecting them to the right teacher/service if needed.
- Ensuring phone and emails are answered in a promptly manner.
- Creating and updating the website with new courses on Oncord throughout the year and assisting teachers with course scheduling.
- Keeping track of outstanding invoices.
- When required, assisting the culture team with organising events.

- With other staff members, you would be in charge of assisting bar management.
- Other tasks that are relevant to the position.

Requirements

- Administration/office experience is highly desirable.
- High quality skills in customer service is crucial.
- Experience using record management systems is desirable.
- Ability to multitask and meet deadlines.
- Advanced level / proficiency in French.
- Staff management skills.
- Good presentation.
- Full working rights in Australia.

Behavioural Capabilities

1. Well-developed interpersonal, oral, and written communication and liaison skills with the ability to communicate sensitively and effectively with a range of stakeholders/
2. Capability of working in collaboration with the General manager and the management team.
3. Proven organisational skills with the ability to work effectively in busy situations, in a team environment or independently and the ability to meet deadlines.

We have a strong commitment to diversity and inclusion and want you to bring your whole self to work. We welcome and encourage applications from all members of the community, particularly those who identify as Australian Aboriginal and / or Torres Strait Islander.

To apply, please send your CV and cover letter to the following email address:

directorofstudies@afcanberra.com.au

Please make sure you address the selection criteria as outlined in the PD as part of your application.

Application deadline: January 15, 2024

Position starting date: As soon as possible