

Job offer

Administration Officer (Reception & Client Services)



The Alliance Française is looking for its new Administration Officer!

Alliance Française de Canberra is seeking a new **Administration Officer (Reception & Client Services)** to support front-desk operations and deliver high-quality client service.

As a member of the worldwide Alliance Française network, Alliance Française de Canberra is an Australian not-for-profit organisation that works, with the support of the Embassy of France in Australia, to strengthen ties between the residents of the Australian Capital Territory and French culture.

In addition to promoting the learning of the French language, the Alliance organises a wide range of events showcasing French culture, including cinema, gastronomy, history and literature.

About the role

Reporting to the **Director / Administration Coordinator**, this is a **front-line, non-managerial** position responsible for welcoming clients and providing a professional and friendly reception service. The role combines daily client-facing tasks with administrative support to ensure the smooth running of the organisation.

This position does not include staff management responsibilities.

Key Responsibilities

Reception & Client Services

- Welcome students, members, and visitors in a friendly and professional manner.
- Act as the first point of contact for enquiries **in person, by phone and by email**.
- Provide accurate information on **courses, enrolments, memberships, exams, and cultural events**.
- Process enrolments, payments, and general client requests using internal systems.
- Maintain a clean, organised and welcoming reception area.
- Handle client feedback or concerns politely and refer complex matters to the appropriate staff member.

Administration

- Maintain accurate records of students, members, and clients.
- Assist with course administration (class lists, attendance records, basic scheduling support).
- Support invoicing, receipts, and basic financial administration tasks.
- Prepare routine correspondence and administrative documents.
- Ensure confidentiality and proper handling of personal information.
- Manage the borrowing/return of library materials (books and audio-visual resources), including:
 - Maintaining accurate lending records and following up overdue items

Operational Support

- Support teachers and coordinators with day-to-day administrative tasks.
- Assist with the administration of exams, cultural activities and events as required.
- Coordinate room bookings and basic logistics.
- Perform general office duties, including filing and data entry.

Teamwork & Cultural Events Support

- Work collaboratively with team members to support the delivery of cultural events and activities.
- Assist with front-of-house duties during events (registrations, audience reception, enquiries).
- Provide administrative and logistical support before, during and after events.

Working Hours & Flexibility

- Standard hours: **10:00 am – 6:30 pm**
- Flexibility required to meet operational needs, including **occasional evening or weekend work** during cultural events or special activities.

Required Skills & Competencies

- Strong customer service skills with a welcoming and professional attitude.
- Excellent verbal and written communication skills in **English (French is an advantage)**.
- Strong organisational skills and attention to detail.
- Ability to follow procedures and work under supervision.
- Confidence using administrative, booking and payment systems (or ability to learn quickly).
- Ability to handle multiple tasks and remain calm under pressure.

Experience & Requirements

- Previous experience in administration, reception and/or customer service.
- Experience in a client-facing role is highly desirable.
- Ability to work with a diverse community.
- **Eligibility to work in Australia (valid work visa required)**.

Personal Attributes

- Polite, reliable, and service-oriented.
- Calm and professional under pressure.
- Well-presented and approachable.
- Team-oriented and supportive.

Language Skills

French is recommended as it supports communication with students, members and teachers. However, French language skills are **not mandatory**. Where French is required for the role, the organisation will provide appropriate language training and support.

Conditions

- **Full-time:** 38 hours per week
- **Work location:** 66 McCaughey Street, ACT 2612
- **Start date:** As soon as possible
- **Contract type:** Permanent

How to apply

Please send your **CV and cover letter** to **Nabila Aliane** at director@afc Canberra.com.au.

Applications close: 13 February 2026