

EXAMPLE – PROFILES, OBJECTIVES, SKILLS & ATTRIBUTES

Administration & Customer Service

EXAMPLE 1

PROFILE / CAREER OBJECTIVE

Commercially focused, with formal qualifications and extensive administration and accounting experience in both small business and government agencies, in particular the education sector.

I am seeking an interesting and varied position on a part-time basis as an Administrative Officer which will utilise my proven administrative, computer systems and financial experience. Such a role will enable me to complete my remaining Bachelor of Business subjects over the next year.

SKILLS & ATTRIBUTES

- Self-motivated, flexible with capacity to work independently or as part of a team
- Highly competent in developing, implementing and maintaining policies and procedures in accordance with business needs
- Accustomed to working under pressure and responding to timelines accordingly
- Proven ability to liaise and communicate effectively with staff at all organisational levels
- Strongly customer focused
- Affable, trustworthy, loyal and honest individual
- Strong knowledge of Microsoft Office and Excel
- Detail oriented, efficient and organised professional with extensive experience in accounting systems such as SUN, Oracle, Finance One and Xero
- Proven analytical and problem solving abilities required for monthly and year-end balance sheet reconciliations and general ledger reporting
- Preparation and analysis of monthly and year-end Profit and Loss reporting
- Various taxation and statutory reporting, including BAS, FBT and government grant acquittals
- Overseeing Accounts Payable, Accounts Receivable and Debtor functions
- Liaising with internal and external auditors and responding to various requests
- Experience in budgeting, forecasting and recasting

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EXAMPLE 2

PROFILE

In excess of 20 years experience in administration roles beginning as a Stenographer working my way up to become Executive Assistant to the Chairman, I have completed Certificates II, III and IV in Business.

I subsequently transferred to Corporate Finance and became Accounts Payable Officer for a further 4 years. My success has been built upon attention to detail, trustworthiness and ability to prioritise and communicate with people at all levels in the organisation.

SKILLS & ATTRIBUTES

Accounts Payable

- Timely processing and payment of invoices
- Communication with internal and external clients
- Accurate record-keeping within the system
- Management and reconciliation of Per Diem & Travel Advance expenses
- Petty cash float reconciliation and replenishment in addition to payment runs

Customer Service

- High focus on superior Customer Service including student enrolments and course information

Executive/Administration Assistant

- Support of staff and executives with travel arrangements, organisation of meetings, diary management, catering, preparation of letters, reports and speeches, telephone communication and liaising with clients

Computers

- High degree of competence in Microsoft Word/Excel/Publisher/Power Point
- Technology One, QLS program, ANZ Transactive, Western Union Business Solutions

Communication

- Strong verbal communication and an excellent phone manner
- Ability to liaise with people at all levels of the organisation
- Preparation of written reports including minutes of meetings

Time Management & Attention to Detail

- Effective time management with the ability to set priorities to ensure all timelines are achieved
- Keen attention to detail and highly accurate in recording & processing

Interpersonal

- Trustworthy, conscientious with a cheerful demeanour and a cooperative nature

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EXAMPLE 3

SUMMARY

I have a wide and varied managerial, administrative and customer service career gained across a range of sectors including banking & finance, retail, manufacturing and more recently education.

My versatility, organisational, time management, strong customer service focus and commitment to quality results have been respected by internal and external stakeholders alike.

SKILLS & ATTRIBUTES

- Staff management, training and team development
- Overseeing and maintaining an exceptionally high level of customer service through training, individual coaching and leading by example
- Ability to analyse reports and tracking devices, providing a clear understanding to management of status and projections
- Strong verbal and written communication including the preparation and development of tenders, contracts and reports
- Management and administration of contracts / contractors
- Sound computer literacy in both Apple and Microsoft Office
- Basic Excel – currently undertaking an online course to improve data tracking, data recording and spreadsheet production
- Self-motivated, flexible, hands-on and able to work independently or as part of a team
- Accustomed to performing well under pressure and responding in a clear and decisive manner to urgent situations
- Highly respected by colleagues & peers and responding in a clear & decisive manner to urgent situations
- Proven ability to provide logical, practical solutions and controls, to minimize or eliminate risks when complex situations arise
- Loyal, honest and reliable employee, committed to achieving organisational goals

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EXAMPLE 4

PROFILE

Having completed tertiary studies at XYZ University, I successfully established my career in Community Services through various direct care, support, administrative and team leadership roles with leading service providers in both the Not-For-Profit and Government sectors.

Subsequently, I progressed to broader managerial roles encompassing: (a) development and management of document and records systems using ICT resources common to most Victorian Government environments; and (b) the implementation of grants programs to support infrastructure, service creation and network building projects for local government and community sector organisations.

CAREER OBJECTIVE

I am currently seeking a challenging Project Management position within a respected NFP or Government organisation engaged in delivering Community Services programs. Such a role will enable me to utilise my expertise in linking program delivery with effective corporate records management and communication systems, to ensure optimum outcomes. I am pleased to consider both on-going and fixed term positions.

SKILLS & ATTRIBUTES

- Detail-focused, methodical and precise, with highly developed administrative expertise
- Proven ability to effectively implement and manage projects and programs according to budget and timeline requirements
- Experienced in writing briefs, memos, project and evaluation reports, technical and communications documents, webpages, contracts and funding agreements
- Advanced interpersonal and communication abilities, with capacity to liaise well with a wide variety of stakeholder groups and individuals at all levels
- Highly competent at leading and developing small work teams and providing advice, training, direction and support to manage and prioritise overall workload
- Proven problem solving abilities, including analysing complex and challenging issues and finding creative, workable solutions
- Self-motivated, flexible with capacity to work independently or as part of a team, and in a wide range of work environments
- Accustomed to performing well under pressure and responding in a clear and decisive manner to urgent requests and situations
- Reliable and committed to supporting and achieving organisational goals and initiatives

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EXAMPLE 5

CAREER OBJECTIVE

I am seeking an Administrative position with an organisation directly involved in providing community support services in either a welfare or business context. Such a role will utilise my highly developed and proven organisational skills, wealth of experience from the community sector and my strong focus on customer service delivery.

SKILLS & ATTRIBUTES

- Proven ability to create successful and innovative administrative systems and procedures which meet priority needs, ensure compliance with relevant policies to accomplish the smooth and efficient running of the office
- Demonstrated capacity to plan and prioritise workflow and office resources to fulfil tasks within required timeframes, either directly or through appropriate delegation of work to others
- Excellent communication and interpersonal attributes, ensuring productive liaison with other staff and the fostering of high standards of behaviour and presentation within the office
- Substantial staff training expertise, including the ability to deliver a range of training modules and act as office coordinator to ensure on-going skills development for peers and subordinate staff
- Ability to implement policies in relation to operational procedures such as purchasing, budgeting, planning and monitoring of costs
- Demonstrated capability in the coordination of multiple daily/weekly functions and routines with sufficient flexibility to accommodate urgent requirements
- Collection and collation of statistics for inclusion in management reports relating to office effectiveness and efficiency
- Strong work ethic and values which support the needs and objectives of the organisation
- A caring and compassionate approach, with sensitivity and courtesy towards others – both clients and colleagues