

POSITION DESCRIPTION



Position: No Interest Loans (NILs) Officer

Classification: Volunteer

Hours of Work: 9:00am to 4:00pm Tuesday and Wednesday (negotiable)

Location: Bundaberg Neighbourhood Centre,
111 Targo Street, Bundaberg

Supervisor/Manager: Debbie Mitchell, Volunteer Coordinator/Administration Officer

MAIN DUTIES/RESPONSIBILITIES

- Basic administration tasks
- Filing and data entry (Excel spreadsheets and Online NILs app)
- Photocopying and scanning
- Client interviews (phone and in person)
- Referrals to other organisations ie financial counsellors
- Operation of computer and office equipment.

SKILLS & EXPERIENCE

Skills:

- Basic competence with Microsoft applications including Word, Excel, Outlook and working in an Online environment
- An ability to work with figures and understand basic budgeting
- Ability and willingness to work as part of a small team
- A clear understanding of confidentiality and caring client service.

Experience/Requirement:

- No formal qualifications are required to be a volunteer however, relevant qualifications may be beneficial to the role.

Personal Traits:

- Polite professional manner
- Patient and relaxed
- Diplomacy and empathy
- Well presented
- Flexible within the team
- Committed to a volunteer position.