

POSITION TITLE:	Operations Support Officer		
REPORTS TO:	Operations Manager		
POSITION CLASSIFICATION:	Fixed Term, Part Time		
AWARD/CERTIFIED AGREEMENT	Social, Community, Home care and Disabilities Award 2010 and CMY Collective Agreement 2015-2018 or any replacement agreement.		
LOCATION:	Carlton - CMY Office Location	APPROVED BY:	Nancy Myrianthis – Senior Manager
SALARY:	SCHADS Level 2 plus: Access to salary packaging Superannuation paid as per the Super Guarantee Annual leave loading Generous entitlements including cultural leave options and flexible work arrangements	LAST UPDATED:	May 2025

About CMY

The Centre for Multicultural Youth (CMY) is a not-for-profit organisation based in Victoria, providing specialist knowledge and support to young people from refugee and migrant backgrounds. Our vision is that young people from migrant and refugee backgrounds are connected, empowered and influential Australians. Through a combination of specialist support services, training and consultancy, knowledge sharing and advocacy, we are working to remove the barriers young people face as they make Australia their home

About the Program Area - Business Services

CMY's Business Services team provides Human Resources (HR), Finance, Payroll & Operations and Communications & Marketing partnering support to over 150 staff across 7 sites dispersed throughout Victoria. The Business Services team ensures that the CMY operations are appropriately resourced, accountable and sustainable and can deliver the best services to our stakeholders.

POSITION SUMMARY:
Based in Carlton, the Operations Support Officer role works in collaboration with the Business Services team and is responsible for delivering high quality, professional customer service and support to all programs comprising CMY, including programs at satellite sites. Along with a range of administrative duties, the Operations Support Officer will support reception including answering the telephone, forwarding messages, greeting visitors to CMY and responding to email enquiries.

JOB RESPONSIBILITIES:
<ul style="list-style-type: none"> • Support the provision of high quality frontline customer service and support to staff and visitors of CMY Carlton – including greeting of clients, visitors in person or via email and phone • Supporting the Operations Manager to maintain systems and arrange building maintenance • Support maintaining stock levels of CMY stationery and other office supplies • Support any relevant projects as directed by the Operations Manager • Provide administration support as required to a range of CMY programs including assisting with filing, scanning, event/meeting preparation and set up, printing and collating information packs, assisting with mail outs

304 Drummond St, Carlton VIC 3054

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- Supporting the Operations team and organisation to maintain finance systems including preparation of invoices and finance related documents, assisting with data entry and filing
- Participate in regular staff meetings

KEY SELECTION CRITERIA:

1. Experience in office administration (finance administration desirable),
2. Enthusiasm to develop customer service skills and ability to work with a variety of people across a range of work situations,
3. Well-developed interpersonal communication skills,
4. Ability to work flexibly across and prioritise multiple tasks in a busy office environment,
5. Familiarity with a range of software programs from the suite of Microsoft applications including Outlook, Word, Excel and PowerPoint.

QUALIFICATION REQUIREMENT:

- Relevant qualification or equivalent years of experience

ADDITIONAL INFORMATION:

- CMY takes Child Safety seriously and short listed candidates are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. These include but are not limited to Police Record and Working with Child Checks, and child safety focused referee checks;
- Applicants must have the right to work in Australia;
- CMY is an Equal Opportunity Employer;
- In the context of Occupational Health and Safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S;
- This role will be based out of the CMY Carlton office but travel to other CMY offices is may be required.
- This role requires a capacity to work flexible hours including evenings and occasionally on weekends.

GENERAL REQUIREMENTS:

- Demonstrate CMY values and behaviours Participation, Diversity and Human Rights;
- Comply with the Employee Code of Conduct;
- Comply with CMY policies, procedures and regulations; and
- Consistent with the strategic directions of CMY carry out all other duties as directed.

CMY KEY OBJECTIVES AND ACTION STRATEGIES:

- **My Community**
Young people are *connected, belong and contribute* to their families and the community.
- **My Journey**
Young people are *empowered to access opportunities* and actively shape their own futures.
- **My Voice**
Young people are *understood, accurately represented and influential*.
- **My CMY**
CMY is a strong partner and recognised leader in working with diverse young people.

I have read, understood and approve the above position description:

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Executive/Senior
Manager Name

Executive/Senior
Manager Signature Date /..... /.....

I have read, understood and accept the above position description:

Employee Name

Employee Signature Date /..... /.....