



## Administrative Support Officer

### What does an Administrative Support Officer do?

An Administrative Support Officer is usually the first point of call for clients and other staff and plays an integral part in the running of an efficient and professional work area/team.

An Administrative Support Officer may also be known by many other names depending on what area you choose to work in eg. Administrative Officer, Client Services Officer. Jobs also vary depending on where you are employed and at what level you are employed. These range from answering telephone/counter enquiries, filing, using various computer packages eg. Word, Excel, Access and in house databases, photocopying, managing schedules/reports/bookings/travel/correspondence/resources. You may also be required to have a drivers licence or a first aid certificate.

### What training can you do in the NT to become an Administrative Support Officer?

A Certificate I in Business (Office Skills) and Certificate II & III in Business (Office Administration) can be obtained through Batchelor Institute of Indigenous Tertiary Education. The NTU offer Certificate II, III and IV in Business (Administration). The Office of the Commissioner for Public Employment (OCPE) offer a 12 month apprenticeship which leads the participant to the achievement of Certificate III in Business (Administration Skills). OCPE usually call for applications for these apprenticeships in October.

### Career Opportunities

Administrative Support Officers are required to work in many different locations and areas throughout the Northern Territory. Positions of this sort are based in all NT Hospitals, Community Care Centres and policy/administrative areas throughout the NT.

### Salary

Salaries in the NT public system are in accordance to the professional scale.

Link to Office Commission Public Employment for current Salary Scales:

[http://www.nt.gov.au/ocpe/public\\_sector/rates-of-pay/general.pdf](http://www.nt.gov.au/ocpe/public_sector/rates-of-pay/general.pdf)

### For more information please contact:

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