

**The Returned & Services League (SA Branch) RSL-SA  
VOLUNTEER JOB DESCRIPTION**

**Office Assistant / Reception**



## The Returned & Services League (SA Branch) RLSA

### Who we are:

The Mission of the Returned & Services League of Australia (SA Branch) is to care of the health and well-being of the Service and Ex-Service community.

Our core business revolves around the five pillars of **Advocacy, Services, Mateship, Commemoration** and **Sustainability**.

The RLSA is a not-for-profit organisation and is the peak body for RSL Sub-Branches in South Australia, Northern Territory and Broken Hill.

**Summary:** The Office Assistant will perform a variety of administrative tasks and receptionist duties in front office. This will include at times support with the coordination of events and membership support. This position will help to extend the resources at the Returned & Services League (SA Branch) to better assist and direct the needs of our veterans, the veteran community and our members.

### Essential Duties and Responsibilities

- Answering phones
- Greeting and signing in clients and members for appointments
- Logging incoming and outgoing mail
- Distribution of incoming and outgoing mail
- Monitoring emails
- Monitoring Intercom system
- Maintaining cleanliness and organisation of office space
- Occasionally coordination of events or commemorations

### Requirements

- MS Office Computer skills are required
- Transportation in own vehicle
- SAPOL Police check (preferable, otherwise one will be conducted)
- Must present a professional appearance and a friendly manner
- Must be dependable and punctual
- Be courteous and personable when dealing with the public
- Be self-directed, willing to take initiative, and detail-oriented
- Respect and maintain confidentiality of the Returned & Services League - (SA Branch) volunteers, and partners

### Training & Supervision

- Attends general volunteer orientation
- Completes office orientation which includes training on the following items:
- Phone System
- Gestalt Database
- Franking System
- Intercom System

### Time Commitment (Please select)

- Monday       Tuesday       Wednesday       Thursday       Friday

Time: 8.00 am - 4.30 pm (not negotiable)

### Benefits

- Supporting our veterans
- Understanding of working with a not for profit organisation
- Knowledge that you are working as a team to ensure that office functions run smoothly
- Work experience
- Free refreshments
- Free parking

### Work Experience

#### Do you have experience in (please select)

- Fundraising  
 Sponsorship  
 Membership  
 Grant Applications  
 Marketing  
 CMS Database  
 Project Management  
 Accountancy  
 Website Management  
 Social Media

#### Technical Skills (Please select)

- |  |                                    |                                       |                                   |
|--|------------------------------------|---------------------------------------|-----------------------------------|
| <input type="checkbox"/> Microsoft Outlook / 365 | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |
| <input type="checkbox"/> Word                    | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |
| <input type="checkbox"/> Excel                   | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |
| <input type="checkbox"/> Adobe                   | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |
| <input type="checkbox"/> Power Point             | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |
| <input type="checkbox"/> Publisher               | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |
| <input type="checkbox"/> InDesign                | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |

#### Accounting Packages (Please select)

- |                               |                                    |                                       |                                   |
|-------------------------------|------------------------------------|---------------------------------------|-----------------------------------|
| <input type="checkbox"/> MYOB | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |
| <input type="checkbox"/> XERO | <input type="checkbox"/> Beginners | <input type="checkbox"/> Intermediate | <input type="checkbox"/> Advanced |

#### Certificates (Please select)

- First Aide       Responsible Service of Alcohol       SAPOL Police Check  
 Senior First Aide       Managers Licence (*hospitality*)       Working with Vulnerable Persons

**List additional skills:**

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**RSL SA’s Code of Conduct Applies to All Staff and Volunteers**

Employees and volunteers of RSLSA must be responsible for their behavior and comply with the relevant laws and legislations which apply to their roles. The Code of Conduct recognises RSLSA’s responsibilities and community aims and values, in alignment with RSLSA’s strategic plan.

The Code of Conduct outlines the general responsibilities, direction, and legal requirements of employees and volunteers. To ensure all staff have read and acknowledged the code, a copy of this document will be given to staff during the induction process which they will be required to read and sign. The signed copy will then be placed in their personnel file.

**The Key Principles of RSLSA’s Code of Conduct are:**

- Behave in a way that bring credit to the organisation or individuals within the organisation;
- Exercise a duty of care to all RSLSA employees and volunteers, members of the community, and property associated with the organisation. Duty of care refers to the legal duty to take reasonable care so that others are not harmed;
- Not participate in, condone, or be associated with dishonesty, fraud, deceit or misrepresentation; and
- Not practice, condone, facilitate, or collaborate with any form of discrimination based on race, sex, sexuality, age, religion, nationality, marital status, political characteristic, condition or status.

RSLSA expects co-operation from all employees and volunteers in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards. Any employee in breach of this policy may be subject to disciplinary action, including termination.

To apply please email the completed form to:

Nelda Aldrete

Email: [nel.aldrete@rslsa.org.au](mailto:nel.aldrete@rslsa.org.au)

You will be contacted once your application has been assessed.



## RSLSA Application for Volunteering

I hereby apply to be admitted as a <b>Volunteer</b> of the Returned & Services League of Australia (SA Branch) Inc.					
<b>Personal Details</b>					
Mr / Mrs / Miss / Ms		Given Names			
Surname				Post Nominals	
Male / Female		Date of Birth / /			
Postal Address					
Suburb			State		Post Code
Phone (H)		Mobile		Phone (W)	
Email					
<b>Service Details</b> (if applicable)					
Service No		PMKeys No		Rank	
Date of Enlistment / /			Date of Discharge / /		
Length of Service Years Months			Discharge Certificate No		
Campaign and Service Medals (Please tick)					
Air Force	Army	Navy	Regular	Reserve	National Service
Other (Please Specify)					
<b>Theatres of Operations or Conflicts</b> (Please circle all applicable)					
01 World War 2	04 Vietnam	07 Peacekeeping	10 Regular Forces	13 East Timor	
02 Korea	05 BCOF (Japan)	08 Solalia	11 Reserves / CMF	14 Afghanistan	
03 Malaya	06 Borneo	09 Gulf War / Kuwait	12 National Service	15 Iraq	
Other (Please Specify)					
<b>RSL Membership Details</b> (if applicable)					
Previous Membership Yes / No		Date first joined the League / /			
RSL Badge No		Sub-Branch			
<b>Office Position Volunteering For</b>		Position			
<b>Declaration and Agreement</b>					
(I) I declare that the above information is true and correct					
Signature of Applicant				Date / /	
(Signature of parent/guardian if under 18)					
<b>Privacy Statement</b>					
We will not use any of the information on this membership form without your specific permission in writing, other than to record you as a member of the League and will not pass that information to anyone outside the League.					
ABN 19 219 796 904					