

Office administrator Job Description

A free job description template for the Administration industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This office administrator job description template is designed to reflect Australian workplace standards and clerical and administrative practices at the time of publication. Confirm the applicable modern award for your business and ensure compliance with all relevant employment laws.

1. Position overview

An office administrator keeps a workplace running smoothly by coordinating day-to-day operations, managing records and filing, handling correspondence and email, supporting scheduling and meetings, and assisting with basic bookkeeping and invoicing. The role combines reliable organisation and accurate data handling with clear communication and support for managers and staff.

In Australia, office administrators are typically classified under the Clerks – Private Sector Award 2020 (MA000002) as clerical and administrative employees, usually around Level 2 to Level 3 depending on experience, autonomy and the range of duties performed.

This template provides a foundation for creating clear, compliant job descriptions that attract capable administrative staff while setting appropriate expectations for the role. Once hired, manage your office team efficiently with rostering software.

2. Key responsibilities

Office coordination

Managing the day-to-day running of the office, including reception duties, greeting visitors, answering phones and keeping shared spaces organised and stocked.

Records and filing

Maintaining accurate physical and digital records, organising filing systems and ensuring documents are stored, retrieved and archived correctly.

Correspondence and email

Handling incoming and outgoing correspondence, sorting mail, drafting routine emails and letters, and managing shared inboxes professionally.

Scheduling and meeting support

Coordinating calendars, booking meetings and rooms, preparing agendas and materials, and taking minutes or action notes as required.

Bookkeeping and invoicing support

Assisting with basic bookkeeping tasks such as raising invoices, recording expenses, processing purchase orders and reconciling simple accounts.

Supplies and systems

Ordering office supplies, maintaining databases and systems, and supporting managers and staff with administrative tasks and information requests.

3. Skills and attributes

- Accuracy: Careful, precise handling of records, data entry and invoicing, with strong attention to detail across administrative tasks.
- Organisation: Ability to prioritise competing tasks, manage filing and schedules, and keep the office running smoothly under changing demands.
- Time management: Self-motivation to meet deadlines, manage a varied workload and complete recurring tasks reliably within scheduled hours.
- Communication: Clear, courteous interaction with staff, managers and visitors, plus accurate written correspondence and reporting.
- Computer literacy: Confident use of email, word processing, spreadsheets and common office and accounting software for daily administrative work.
- Team support: A helpful, dependable approach to supporting managers and colleagues and handling requests with discretion and professionalism.

4. Qualifications and requirements

The qualifications for office administrator positions are accessible and depend on the size and needs of the business. Some are mandatory, while others are preferred or desirable.

- Working rights (required) — Eligibility to work in Australia
- Computer literacy (required) — Confident use of email, spreadsheets, word processing and common office software
- Communication skills (required) — Clear written and verbal communication for correspondence, phone and in-person contact
- Formal qualification — A Certificate III in Business Administration or similar is advantageous but not essential
- Previous admin experience — Experience in office, reception or administrative roles is advantageous but not essential
- Bookkeeping software experience — Familiarity with Xero, MYOB or similar accounting software is desirable for invoicing support

5. Working conditions

- Office-based work in a professional indoor environment
- Extended periods seated at a desk using a computer
- Regular interaction with staff, managers and visitors
- Use of office equipment, databases and accounting software
- Standard business hours with occasional variation around deadlines

- Handling of confidential information with discretion

6. Award information

Clerks – Private Sector Award 2020

Most office administrator positions in Australia are covered by the Clerks – Private Sector Award 2020 (MA000002). This modern award sets minimum pay rates, penalty rates, allowances and conditions for clerical and administrative employees, and is the default award where no industry-specific award applies. View current Clerks Award pay rates.

For FY2026/27, ordinary hourly rates are around \$29.45–\$30.00 at Level 2 and \$31.11 at Level 3. An office administrator is typically classified around Level 2 to Level 3 depending on experience, autonomy and the range of duties performed. Casual employees receive a 25% loading, and part-time employees have a minimum engagement of 3 hours. See our classification levels explainer for how each level is defined. Use award interpretation software to calculate pay accurately.

Classification and part-time engagement

Under MA000002, employees are graded on a classification ladder from Level 1 to Level 5, with office administrators generally sitting at Level 2 to Level 3 as duties, judgement and responsibility increase. Choosing the correct level is important for compliant pay and fair recognition of experience.

Part-time employees are entitled to a minimum engagement of 3 hours per shift, and casuals attract a 25% loading on ordinary rates. Confirm the current rates, penalties and allowances that apply to your business, and check whether an enterprise agreement applies in place of the award.

7. Frequently asked questions

About the role

Q: What does an office administrator do?

An office administrator keeps a workplace running smoothly by coordinating day-to-day operations, maintaining records and filing, handling correspondence and email, and supporting scheduling and meetings. They also assist with basic bookkeeping and invoicing, order supplies, maintain databases and systems, and support managers and staff. It is an office-based role that combines organisation and accurate data handling with clear communication.

Q: What award covers office administrators in Australia?

Most office administrator positions are covered by the Clerks – Private Sector Award 2020 (MA000002), which sets minimum pay, penalty rates and conditions for clerical and administrative employees. It is the default award where no industry-specific award applies. Some businesses may instead be covered by an enterprise agreement. Always confirm which instrument applies to your specific operation.

Q: What classification level should I use for an office administrator?

Under the Clerks – Private Sector Award, office administrators are typically classified around Level 2 to Level 3 depending on experience, autonomy and the range of duties performed. For FY2026/27, ordinary hourly rates are around \$29.45–\$30.00 at Level 2 and \$31.11 at Level 3. See our classification levels explainer and the Clerks Award pay rates guide for current rates at each level.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay rates can attract more applicants and set clear expectations. You can reference the applicable award rate or use phrases like 'Award rates plus penalties' or 'Competitive hourly rate based on experience.' Check the current Clerks Award rates for guidance.

Qualifications

Q: Do office administrators need a formal qualification?

No formal qualification is required to work as an office administrator, though a Certificate III in Business Administration or similar can be advantageous. Employers generally look for working rights in Australia, good computer literacy and clear communication skills. Prior office, reception or administrative experience is helpful but not essential for many roles.

Q: What software skills should an office administrator have?

Office administrators should be confident with email, word processing and spreadsheets, and comfortable using databases and office systems. Familiarity with accounting software such as Xero or MYOB is desirable where the role includes invoicing or bookkeeping support. Match the software requirements in your job description to the systems your business actually uses.

Q: What qualifications should I require vs prefer for an office administrator?

Mandatory requirements usually include working rights in Australia, computer literacy and clear communication skills. Preferred qualifications include a Certificate III in Business Administration, previous administrative experience and familiarity with accounting software. Avoid over-qualifying the position, as it can narrow your candidate pool unnecessarily.

Q: Can I hire an office administrator without experience?

Yes. Many office administrator roles are suitable for candidates with limited experience, especially where on-the-job training is provided. Focus on reliability, organisation, attention to detail and communication skills. Clear job descriptions help candidates understand the daily tasks and self-select appropriately.

Employment

Q: Should I hire a casual or permanent office administrator?

This depends on your workload. Casual office administrators offer flexibility for variable or short-term needs but attract a 25% casual loading under the Clerks – Private Sector Award. Permanent part-time or full-time staff provide consistency and stronger retention. Many businesses use a mix — permanent staff for core hours and casuals for busy periods or cover.

Q: What is the minimum engagement for a part-time office administrator?

Under the Clerks – Private Sector Award (MA000002), part-time employees are entitled to a minimum engagement of 3 hours per shift. Casual employees also receive a 25% loading on ordinary rates. Confirm the current rules and rates that apply to your business before setting shift lengths in the job description.

Q: How do I convert a casual office administrator to permanent?

Eligible casual employees may request or be offered conversion to permanent employment under the National Employment Standards and the applicable award. The process involves checking eligibility, making or responding to a request, and updating the employment agreement. See our guide on how to handle casual conversion for the steps involved.

Q: What should I include in an office administrator employment contract?

Key elements include: position title and classification level, employment type (casual, part-time or full-time), hourly rate, applicable award, reporting structure, main duties and required qualifications. For casuals, include the 25% casual loading, and for part-time roles note the 3-hour minimum engagement. Confirm the current award terms that apply to your business.

Rostering

Q: How far in advance should I provide rosters to office administrators?

Award and agreement rostering rules vary, so confirm the notice period that applies to your business. As a general practice, providing rosters at least 7 days in advance gives staff visibility of their shifts. Using rostering software helps ensure compliance and reduces last-minute changes.

Q: How do I roster office administrators to cover business hours?

Plan cover around your core business hours, peak workload periods and any part-time or casual arrangements, balancing minimum engagement rules with realistic staffing needs. Use rostering tools to track hours and adjust cover when staff are absent. This keeps the office supported without over-rostering.

Q: What breaks are office administrators entitled to?

Break entitlements are set by the applicable award or agreement and generally include a meal break for shifts beyond a set length. Set clear break policies and ensure staff record their time accurately. Use time and attendance tools to support compliance and accurate pay.

Q: How do I manage office administrator availability for rostering?

Collect availability preferences during onboarding and update them regularly. Use HR software and rostering tools to track when each staff member can work and any part-time constraints. Set clear policies about minimum availability and how to request changes, which simplifies planning and reduces gaps.