

Office Assistant Level 2 (OAL2) - Duty Statement

Title:	Office Assistant Level 2
Rate of pay:	\$42.33 (inclusive of 25% casual loading)
Reports to:	Project lead
Location:	Various (positions available across Victoria)
Last reviewed:	June 2026

1. Position statement

This role provides administrative support across a range of duties and operational tasks, working with some independence while following direction from the manager. The duties listed below are typical for an Office Assistant Level 2 role but not exhaustive and may vary depending on the needs of the election, program or project.

Where required, a duty statement variant may be used to describe a specific project or activity. A variant does not change the classification, reporting level or responsibility of the role. If no variant is issued, this duty statement applies in full.

Key characteristics

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- completes routine administrative and customer service tasks with limited supervision
- uses VEC systems and follows established procedures to complete work accurately
- supports day to day operations by organising information and resources
- assists and guides OAL1 staff with routine tasks

Variants of this role

Examples of current variants may include:

- Results entry assistant
- Election venues assistant

2. Duties

The Office Assistant Level 2:

- provides routine administrative support
- entering and updating information in systems, databases or spreadsheets
- checking forms for completeness and contacting staff for missing details
- preparing standard correspondence or templates

- delivers customer service and resolves straightforward enquiries
- answering phones or emails and providing accurate procedural information
- escalating complex issues to supervisors
- helping OA1 staff manage basic enquiries
- organises and tracks resources
- monitoring stock or material levels using logs or registers
- arranging catering, meeting rooms or small events
- supporting operational activities such as staff sign-in or results entry
- Supports team workflow
- assisting with inbox management and allocating routine tasks
- following established processes with accuracy
- supporting OA1s with day-to-day tasks and explaining simple procedures
- understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- performs other duties as requested.

3. Key selection criteria

The Office Assistant Level 2 is able to:

- apply relevant legislation, rules and VEC procedures accurately across all election, program or project activities
- follow instructions accurately, reading and applying instructional products and completing tasks as directed
- demonstrate strong attention to detail, using sound literacy and numeracy skills to ensure accuracy in all administrative work and when checking documents for completeness and correctness
- communicate clearly, both verbally and in writing, in a friendly, respectful and professional manner when providing customer service, sharing information or seeking clarification
- work professionally, impartially and with integrity, maintaining confidentiality and adhering to VEC policies, guidelines and procedures
- organise work effectively, managing competing priorities and meeting deadlines during busy periods
- work effectively as part of a team, contributing to shared operational outcomes and providing guidance to other office staff on routine tasks as directed
- adapt to changing situations, such as busy periods, changes in tasks, or new instructions during the day

- use VEC systems confidently, following set processes and instructions to complete routine tasks and escalating issues when required
- use basic electronic devices confidently and quickly learn in-house applications when required.

4. Physical requirements

The following list is not exhaustive, and other tasks may be required.

The physical requirements of this role vary depending on where you are placed. Not all of the following will apply in every case. Where physical tasks are required, we will discuss these with you and consider reasonable adjustments where possible.

The Office Assistant Level 2 should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk short distances upwards of 200 metres or more, depending on venue requirements
- climb stairs if the venue has multiple levels
- safely lift, carry and pack materials and equipment (usually less than 13 kilograms), which may involve pushing, pulling and squatting actions, where this is required in your placement
- use a laptop or computer for extended periods of time.