



McGuires Smash Repairs administrative team: administration manager Jane Fisher, accounts manager Narelle Attard and owner Ron McGuire. Not pictured is estimator Rob Maskell.



Walsh and Monaghan is grateful for the efforts of Kim Southam, Belinda Davies and Kristen Maguire.

Customers made welcome at McGuires

When a customer phones McGuires Smash Repairs in Bomaderry, they can be assured the person answering the phone will treat them with care.

"Administration is important because you are the first point of call for a customer," accounts manager Jane Fisher said.

"It's important you make customers feel welcome and cared about."

At McGuires the guiding philosophy is to treat customers the way you would like to be treated.

Jane has been with McGuires for four years,

while accounts manager Narelle Attard will have been there for 10 years later this year. However the entire staff including owner Ron McGuire and estimator Rob Maskell contributes to administration.

"Ron is an excellent boss to work for," Jane said. "He cares about his staff and allows you to put family in the picture."

McGuires Smash Repairs has been operating over 20 years and incorporates a car care centre.

The team takes the stress out of organising car or truck repairs, servicing or towing.

Dedicated staff make success possible

WALSH and Monaghan is celebrating its 90th year of operation in 2013.

The large independent regional valuation firm that started in Nowra all those years ago, now has offices in Nowra and Wollongong, primarily servicing the South Coast, Illawarra and Southern Highlands. Walsh and Monaghan provides property valuations for most purposes and property types including residential, rural, commercial and industrial, tourism (caravan parks and motels) and specialist advice for compulsory acquisition matters to councils, state and

federal government departments and the general public. It also provides valuation advice up and down the entire eastern seaboard for larger projects and tourism valuations, including the Tasmanian Gas Pipeline and Lismore to Dumaresq Transmission Line upgrade among others. Its success would not be possible without the dedication of both its valuation staff and administration staff and the directors of Walsh and Monaghan would like to take this opportunity to thank its admin staff for their hard work and dedication.

Professionalism is our business

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walsh & monaghan



Office Manager Caitlin Hawkins, is there to help with your real estate needs.

Service with a smile

Just a big thank you to Caitlin Hawkins on this Administrative Professionals Day.

Caitlin is the smiling face of first impressions one minute and a caring listening ear the next.

She deals with the ups and downs of dealing with the happy public one minute and the not so happy the next, she is the one who deals with the good moods, the bad moods, and always tries to do it with a smile on her face.

Caitlin joined our team in 2010 and in her

short time with us has made a big impact on the team.

Caitlin has worked in the real estate industry for over 12 years now and has done it all. Caitlin started at front desk then moved into property management for most of her time then a few years in sales where she became an auctioneer. Caitlin has also worked as a PA and with all that experience behind her is now our Office Manager and makes sure the office runs smoothly.

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Thanks

We would be lost without our admin team!
So here's to you Cathy, Detta, Di,
Hayleigh, Jackie, Jen, Lana, Leony,
Margie, Moi and Rachel...hip hip hooray :)

Life is local.

www.southcoastregister.com.au



Julie Mondon and Renae McArdell are the first point of contact at Johnston Tobin Solicitors.

Admin staff offer key service

Johnston Tobin Solicitors has been serving the Nowra community and beyond for 45 years. A key part of that service comes from the administrative professionals working up front and behind the scenes to ensure clients are taken care of.

Receptionist and secretary Renae McArdell and legal secretary Julie Mondon have come from different backgrounds, but work together as the first point of contact for clients.

After three years in pharmacy retail, Renae came on board with Johnston Tobin just over

12 months ago to complete a business administration traineeship.

"Business admin is something new for me," she said. "It's always interesting and different every day."

Julie, on the other hand, has worked in legal administration since the age of 20 and has been with the firm on Berry Street just short of nine years. She too enjoys the fact each day holds something different.

"I particularly like conveyancing, helping people buying and selling their homes or property," she said.



Nowra Car City receptionist Carly Gorman, administration assistant Karen White and office manager Jodie Dann.

Heart of a car business

NOWRA Car City is found in the heart of Nowra on the corner of East and North streets. At the heart of Nowra Car City is a trio of administrative professionals; receptionist Carly Gorman, administration assistant Karen White and office manager Jodie Dann.

The team offers superior organisational skills, an eye for detail and a friendly reception to the business.

Carly has been with the company for nine months, taking care of reception and vehicle registration, while Karen has been there 11

months, dealing with the franchises, accounts and relief reception.

Jodie has been with Nowra Car City since January 2011, and became office manager in 2012.

Bradstreet Motor Group which owns Nowra Car City offered her the opportunity in conjunction with study to advance to an accountant position.

"I jumped at the chance, and I love it," Jodie said. "Administration is there to support the sales team and help them comply with all the regulations of the car industry."



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McNamara & Associates staff: (back) Lauren McNamara, Marion McNamara, Lisa Cooke-Dolan, Vicki Dale, (front) Luba McGrath, Eleanor McClellan, Tracey Cotterill.

Team cares for clients

McNamara & Associates is an award winning local law firm focused on personalised service and catering for a diverse range of legal matters. It is proud of its staff and their ability to care for the clients.

The team is Lauren McNamara – reception, Marion McNamara – quality assurance, Lisa Cooke-Dolan - legal secretary, Vicki Dale – conveyancer, Luba McGrath - legal secretary, Eleanor McClellan - office manager and Tracey Cotterill - accounts.

McNamar & Associates' administrative staff provide support to solicitors Phil McNamara,

Ruth Ferguson and Rebecca Binks in the areas of family, property, business, estates law and conveyancing.

McNamara & Associates has the expertise, the experience and the knowledge to assist you with your needs in a cost effective and timely way.

Its experienced staff take the time to learn about your needs providing options and in the process develop long term and valuable relationships.

Contact McNamara & Associates the next time you need legal assistance.



Lauren and Marie form the front line at South Coast Wealth Management.

Staff go the extra mile

SOUTH Coast Wealth Management is a privately owned and operated financial planning firm.

Its aim is to develop long term relationships with clients to assist them in the achievement of their financial goals and objectives. It adopts a transparent fee-for-service offering and is committed to acting in the best interests of its clients at all times. South Coast Wealth Management's approach is to support clients in achieving their short term financial goals, while

planning for their long term future. Lauren and Marie are an extremely important part of the financial planner's team and the front line for clients in the business.

They both go the extra mile to help us service our clients in the manner they deserve and nothing is too much trouble. Darren and Kayleigh would like to thank both Lauren and Marie for their ongoing commitment to their clients and their business.



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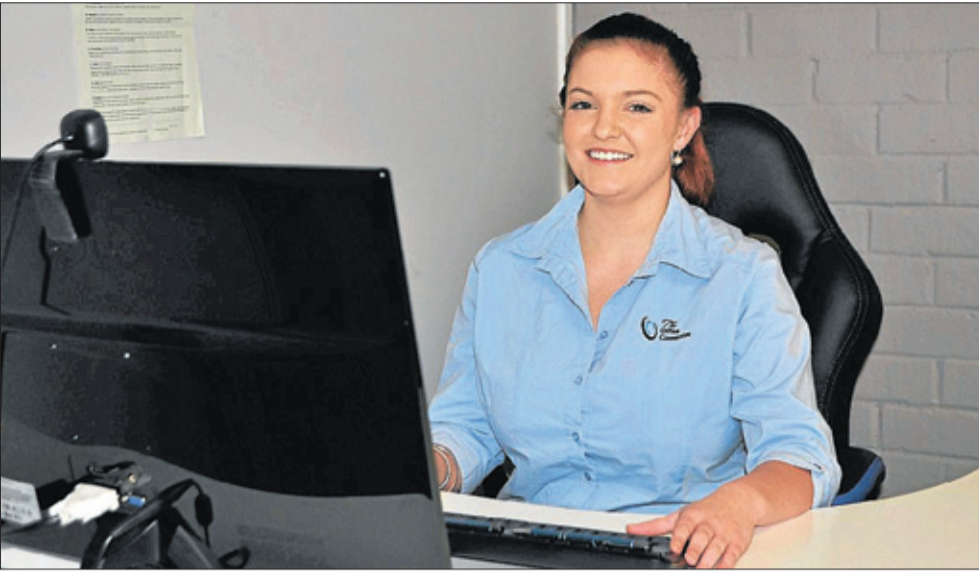
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Rachael Alexander loves her job at The Office Connection.

Diverse job builds skills

RACHAEL Alexander started working at The Office Connection straight from school at age 17. She is now in her third year and has since completed her Certificate III in Business Administration.

"It has gone very quickly," said The Office Connection's owner Kathleen Morris.

"Rachael is absolutely vital to the business in all areas of administration. We couldn't live without her."

"I love working here," said Rachael.

"It's a very diverse job, no two days are the same."

"I have to think on my feet and use my imagination. I've learnt skills that branch out into many new and different industries which will benefit me in the long term."

Her job at The Office Connection has made Rachael a very versatile employee.

The Office Connection develops solutions for clients wanting to increase business productivity and profit margins.

It implements systems to convert more calls into clients whilst allowing the business to go about doing what they do best.



Ray of sunshine on campus

On UOW Shoalhaven there are people who make things happen in a very positive way. They bring their own piece of sunshine to each and every one of us on campus.

Our Administration team finds answers, plans ahead, lends an ear or a helping hand and lives that kind of service delivery that says, "Nothing is too much trouble!"

This committed, enthusiastic and caring team ensures that UOW Shoalhaven stu-

dents and staff and the public who contact or visit the campus have a rich and wonderful experience at our very beautiful campus. I can't thank them enough for the work they do every day, every year! I am a very lucky Head of UOW Shoalhaven.

Just ring one of them and you will find out how much they are willing to do to find the answer to your question. They love to make your experience of UOW Shoalhaven fantastic!

Together we can help your business grow



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Contact us to explore your options Call: 4448 0888
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AND HAVE A GO"**
YVETTE, 3RD YEAR ARTS STUDENT




Deidre Baker, Peta Corish and Penny Tracey work for Shoalhaven Community Transport Services Inc.

Community benefits from hard work

THE team of administrative professionals at Shoalhaven Community Transport ranges from brand new members to those who have worked there for eight years.

Team members from both the Nowra and Ulladulla offices work in areas ranging from administration to client assessments.

Shoalhaven Community Transport also has volunteers working within the administration area.

"All our members work hard in high pressure positions for the benefit of the community," said chief executive officer Stephen Fornasier.

"They are highly valued by our organisation

and especially our clients who wouldn't be able to attend functions, outings and doctor appointments without them."

Deidre Baker, Peta Corish, Penny Tracey, Karen Fornasier, Leonie Dippel, Val Reece, Shane Damave, Cheryl Hussey, Yvonne Benning, Mary Jones and Bill Smith all enjoy working at Shoalhaven Community Transport.

"We like working with the volunteers and we get good feedback from clients about them. It's a pleasure to work for a well-run organisation which is administered by a volunteer management committee."



Krystal Wieteki can help your patio dreams come true.

Valued employee loves her job

KRYSTAL Wieteki is the first point of call at Shoalhaven Patios.

She is always very friendly and polite and is only too happy to help you with your enquiries.

Originally Krystal was employed as a trainee, but her employers chose to keep her on after she had completed her training.

Throughout her traineeship Krystal has enjoyed the support of her employer, TAG and Essential Personnel staff, which has made her transition into employment a

smooth and successful process.

She has since loved being an administrative professional for Shoalhaven Patios for the last two-and-a-half years.

"She's a great asset to the business, we couldn't do without her, she does a bit of everything from greeting customers to being on site," said a person who didn't want to be named but it is her mother.

"It's good to work for a locally owned family business," said Krystal.

"So call me today and I will help you on your way to your patio dreams."

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Dekara Hood is grateful for the opportunities her career has provided.

Office work offers a ticket to the top

SHOALHAVEN schools and industries have joined forces to promote the career of office administration professional to young people, their parents and business, as a way of addressing a skills shortage and promoting the advantages of this career path.

The Shoalhaven Schools Industry Alliance (SSIA) is a group of dedicated individuals from businesses, schools and community groups who want to improve the employability of Shoalhaven's young people.

SSIA's goal is to make school relevant to real life and real jobs and to ensure our business community contributes to education by taking a more active role. The SSIA partnership has been developed by the Smith Family Partnership Broker Program, which is funded by the Australian Government.

Office administration can offer a ticket to the top for young people, yet in the Shoalhaven there is a shortage of skilled applicants. This shortage is reflected nationwide with the Clarius Jobs Index

(September 2012), naming corporate services managers as the most in demand role in Australia.

Some Shoalhaven schools and TAFE Illawarra offer students training in Certificate II in Business and this can lead to a diverse variety of careers including: human resources management, project management, social media development, communication and IT, finance and accounting, sales and marketing, business development, purchasing manager, customer relations and corporate services management.

Administration professionals are also the backbone of many of our trades, government, and manufacturing and even the modern farm, which collects and manages all kinds of data.

Many young people start in administration and go onto another career within that business – sometimes even becoming the general manager.

"After leaving school at 16 and accepting a traineeship in business administration

with Sanokil I was unsure of what to expect. Three years later I have experience in customer service, sales and marketing, data entry, IT support and even basic accounting skills. Now at the age of 20, I would never have imagined the opportunities that an administration career has created for me," said Dekara Hood from sales support at Sanokil.

Partnership broker with The Smith Family, Lynelle Johnson, said: "We want Shoalhaven businesses to value their administration professionals and recognise that young people with a Certificate II in Business are worthwhile employing or offering work placement or a traineeship.

"We need our young people to understand being an administration professional is a job with great opportunities. It's a foot in the door, flexible and you can travel with it anywhere. We need our parents to understand that this is a genuine career path with jobs and traineeships available right here and now in the Shoalhaven," she said.

The Shoalhaven says thanks to support staff

TODAY is Administrative Professionals' Day, a day where support staff around the world are recognised as being the backbone of modern businesses.

Celebrated on the Wednesday of the last full week in April, the day originally called National Secretaries' Day was first held in 1952 and became Administrative Professionals' Day in 2000.

Over the years it has become one of the workplace's largest observances and in the Shoalhaven many local businesses are marking it by expressing their gratitude to their support staff.

Course opens options for young people

THE Shoalhaven School Industry Alliance is launching an administration business pack for interested businesses on Administrative Professionals' Day, showing the range of tasks a young person studying a Certificate II in Business can perform while on work placement or as a trainee and

a flyer for parents to explain the career options.

Interested parents can contact their school or go the SSIA Facebook page at www.facebook.com/ShoalhavenSchoolIndustryAlliance to download the flyer.

Businesses can also use the SSIA

Facebook page to download the business pack or go to Shoalhaven Council's website www.shoalhaven.nsw.gov.au.

Administrative professionals can post on the SSIA Facebook Page about their careers to encourage young people and lift the standing of their profession.



Office Professionals Day Celebrations 2013

Over 200 office professionals hosting work experience and student traineeships
Growing careers & employee career paths

Shoalhaven City Council is a local business supporting and developing office professionals

