

# Cassandra Barker

Systems, Operations & Administration Assistant

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## Contact

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Location: Kent Town, Adelaide, SA

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## Qualifications

Jan 2024 - Ongoing Adelaide University  
**Bachelor of Business; Management, Legal Studies**

Aug 2023 - Jan 2024 Australian College of Commerce and Management  
**Certificate IV in Business Administration**

Mar 2023 - Feb 2024 Australian College of Commerce and Management  
**Certificate III in Business**

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## Licences and Certifications

Feb 2024 - Feb 2027 St John Ambulance  
**CPR/AED/First Aid**

May 2024 Quantium  
**Data Analytics Job Simulation**

Feb 2026 Department of Human Services  
**Working With Children Check**

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## Professional Experience

May 2024 - Feb 2026 Maxima Group, Hindmarsh, Adelaide  
**Rates and Systems Officer**

National part-time role overseeing payroll processing, award interpretation, and system administration.

- Kept payroll systems current and audit-ready by taking full responsibility for pay and charge rate accuracy.
- Handled the alignment of rate structures with Modern Awards and EBAs, including the nuances of penalties and statutory changes.
- Turned complex award interpretations into clear, compliant pay structures and accurate quotes for clients.
- Created practical Excel tools that the team relied on for consistent quoting and essential payroll auditing.
- Proactively reviewed payroll reports to catch data anomalies and maintain a high standard of compliance.
- Streamlined payroll processing by managing system updates and troubleshooting data issues as they arose.
- Supported team strategy by providing clear margin analyses and operational data.
- Took on a management secondment for four months, gaining experience in workflow coordination and staff support.

Mar 2024 - May 2024

Maxima Group, Hindmarsh, Adelaide

### **Administrative Assistant**

Administrative assistant supporting national group training and recruitment operations; responsible for administration, onboarding coordination, data tracking, and recruitment support.

- Manage shared inboxes; triage and respond to internal and external enquiries
- Support national recruitment and onboarding administration; maintain candidate records, documentation, and compliance files
- Coordinate end-to-end hiring and onboarding workflows; track applications through recruitment and onboarding stages and keep candidates informed
- Maintain Excel-based onboarding trackers used to monitor candidate progress and completion of onboarding requirements
- Review WHS claims in the auditing CRM; maintain accurate records and flag data issues
- Build a comprehensive Excel tool used to generate external stakeholder quotes and support recruitment costing
- Monitor recruitment pipeline activity and update candidate status records to keep hiring workflows progressing on schedule

Aug 2023 - Feb 2024

Maxima Group, Hindmarsh, Adelaide

### **National Panel of Assessors Program Manager**

Coordinated national assessment services for people with disability, managing a network of independent assessors to ensure functional capacity and employment support goals were met.

- Managed nationwide records for contracted assessors, keeping a close eye on individual caseloads and the progress of current assessments.
- Monitored SWS and OSA workflows to ensure all due dates were met and the data remained accurate throughout the process.
- Handled billable activity and prepared financial reports to support the monthly program billing cycle.
- Maintained all program documentation and scheduling, ensuring the records stayed organised and met departmental requirements.
- Coordinated national assessment activity by providing assessors with the necessary information to manage their workloads effectively.
- Developed and maintained a macro-enabled spreadsheet to track SWS and OSA volumes, allocations, and overall program status.
- Ensured all records were audit-ready and accurate to meet Department of Social Services KPIs and deadlines.

Mar 2023 - Feb 2024

Maxima Group, Hindmarsh, Adelaide

### **Customer Service Representative/Receptionist**

Providing nationwide customer service by phone and in person; handling enquiries, keeping records tidy, processing documents, entering data, and giving steady frontline administration support in line with traineeship requirements.

- Delivered nationwide customer service by phone and in person; handled enquiries and responded within KPI expectations
- Supported interviewees with onboarding tasks at the front desk
- Managed reception duties; greeted visitors, interviewees, and business partners
- Logged enquiries, kept records up to date, and processed documents for daily admin needs
- Entered data, maintained filing systems, and kept documents organised for team use
- Took notes for staff during meetings and answered office phone calls when required
- Provided steady frontline support to recruitment and training teams
- Assisted with small admin tasks in Excel to help track workloads and updates
- Took a secondment as personal assistant to the Chief Operating Officer, supporting diary tasks and general admin duties