



Position Description

Receptionist (Parramatta)

Department:	People & Culture
Reports To:	People and Culture Operations Team Leader
Location:	Parramatta
Position Purpose:	The primary focus of this role is to provide first point of contact for the organisation and building reception. It is expected that this position contribute towards the development of a high standard of administrative services within the organisation.
Key Results Areas:	The position provides front of office receptions tasks and general administrative services as required under the following Key Results Areas.

ACCOUNTABILITY [1-4]

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

Reception Duties

- Provide an efficient, professional and courteous customer service by greeting and assisting customers in the reception area [1]
- Open and close external access to reception area including unlocking all access doors and activating / deactivating security alarms and automatic doors
- Ensure reception, foyer and other public areas are presentable at all times with video messages activated
- Manage emails and enquiries for Deaf Services coming to generic email address
- Monitor, record and distribute the incoming mail, and frank/stamp and post outgoing mail
- Assist with bookings for interview and meeting rooms and facilities and resources for internal and external clients

General

- Other duties, as directed by the People & Culture Operations Team Leader or Chief People & Culture Officer [1]
- Comply with Deaf services policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury
- Understand and work within the relevant parts of the Deaf Services quality management system

DECISION MAKING

Decisions

Time management and work priorities

Recommendations

Operational procedures, and the improvement of overall efficiency of administrative services

PRIMARY RELATIONSHIPS

Internal

- Chief People & Culture Officer
- People and Culture Operations Team Leader
- HR Business Partner
- Other P&C Team members
- Payroll Manager
- IT Manager
- Managers and Staff of the organisation

Purpose / Relationship

- Line management and development, reporting, advice and support
- Daily supervision, advice and support
- Collaboration, advice and teamwork
- Communication, liaison and administrative support

External

Members of the Public / Organisations / Clients

Purpose / Relationship

Liaison, information and support, direction and liaison

Persons/functions that report to this position

Nil

Role / Relationship

KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

	[N] None	[L] Little need	[D] Desirable	[M] Moderate	[I] Important	[C] Critical
	N	L	D	M	I	C
Leading	*					
Innovating		*				
Planning			*			
Organising					*	
Patience & Friendliness						*
Customer/Client Orientation						*
Financial Acumen	*					
Administration						*
Auslan						*
Professionalism						*
Acceptance					*	
Problem Solving				*		
Deciding		*				
Implementing					*	
Communicating						*
Flexibility					*	
Consulting		*				
Participating					*	

SELECTION CRITERIA

Essential

- ♦ Previous experience in administration or reception tasks
- ♦ Demonstrated ability to provide high level customer service
- ♦ Demonstrated organisational and time management skills, planning and prioritising workload
- ♦ Excellent interpersonal and communication skills (both verbal and written)
- ♦ Proficiency in Auslan

Desirable

- ♦ An understanding of the community or not for profit sector
- ♦ Relevant qualification in Business Administration

Please sign below your agreement of the above position description

Print Name



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Signature

.....
Date