

POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Receptionist
Division:	Business Services
Reports to:	Operations Coordinator
Responsible to:	General Manager
Location:	Head Office
Date:	April 2024

MAIN PURPOSE OF POSITION

The receptionist is responsible for receiving all initial face to face and telephone enquiries at Co.As.It. The position will work as part of the Business Services Team to ensure the smooth flow of the day to day functioning of the organisation.

KEY ROLES AND RESPONSIBILITIES

- Answering the switch for all activities of Co.As.It. in a courteous and timely manner;
- Assisting with intake calls and respond to both phone and face to face enquiries;
- Directing phone calls, mail and faxes to the relevant staff member;
- Welcoming visitors and be responsible for the visitor registry and issue of visitor badges;
- Updating and maintaining the Co.As.It. membership data base, responsibility for payments and reminder notices;
- Updating and maintaining the database records for the Co.As.It. phone list;
- To be responsible for the stock and ordering of all stationery and office supplies;
- Processing all client payments and issuing of receipts;
- To be responsible for the office mail in and out, including ordering of stamps, maintaining the mail register, taking the mail to the post office daily;
- Booking of events and payments if required;
- Consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, OHS, privacy and confidentiality and to the principles for a culturally diverse society.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Receptionist needs to build extensive networks and strong consultative relationships within the organization as well as externally.

These relationships include:

- Business Services Team
- The Co.As.It. Board of Directors, General Manager and senior management team
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- Clients;
- General Public.

DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to the smooth running of the reception;
- Content of advice and information provided to the Operations Coordinator

Decisions that are referred to a supervisor include:

- Strategic decision about projects and establishing priority;
- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Major policy issues or conflicts arising in the course of work;
- All expenditure;
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- To arrive at work on time and to advise manager/supervisor of lateness or absences as soon as practicable;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- High level cooperation with other staff, teams and divisions.

Position Specific indicators:

- To ensure the successful administration of the reception;
- To build and maintain strong relationships within the Business Services Division;
- To build and maintain strong external relationships to enable the program objectives;
- To provide the GM and the BSM with adequate support to enable high level performance

Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

SKILLS, KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Demonstrated understanding of the role of Co.As.It. within the community and the functions of each area;
- Excellent oral and written communication in English and Italian;
- Well-developed organisational skills, including a demonstrated ability to work effectively in a busy environment, prioritise tasks and meet strict deadlines;
- Highly-developed computing skills including experience with Microsoft Word, Microsoft Excel, databases, email and the Internet;
- Highly effective interpersonal and communication skills;
- Experience in working with the public;
- Consistency, accuracy and accountability in undertaking tasks, and maintaining records
- An ability to show initiative, and to work independently;
- Demonstrated knowledge of administrative processes;
- Ability to meet deadlines on a daily basis and manage competing priorities and tasks;
- Understanding of, and commitment to, Work Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....