

Position Description

Receptionist

Department: People and Culture
 Reports to: TL – Office Management and Facilities
 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.

POSITION – KEY RESULT AREAS

The Receptionist is also responsible for administration and coordination of the organisation’s vehicle fleet, facilities and asset maintenance, and processing applications under the Smoke Alarm Subsidy Scheme (SASS) administered by Deaf Connect.

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

Reception

- Provide an efficient, professional and courteous customer service by greeting and assisting customers in the reception area and over the phone. [1]
- Open and close external access to reception area including unlocking all access doors and activating / deactivating security alarms and automatic doors. [1]
- Ensure reception, foyer and other public areas are presentable at all times with video messages activated. [1]
- Monitor and answer phone calls through Deaf Connect’s phone system – MiCollab. Monitor Voice Messages and return calls and needed. [1]
- Manage emails and enquiries for Deaf Connect coming to generic email address. [3]
- Monitor, record and distribute the incoming mail, and frank/stamp and post outgoing mail. [1]
- Assist with bookings for interview and meeting rooms and facilities and resources for internal and external clients. [1]

Administration and Coordination

- Organising company vehicle leases, purchases and sales as required. [4]
- Coordinating the maintenance schedules of vehicles and damage analysis. [1]
- Maintaining accurate and up to date vehicle fleet records in relevant systems. [1]
- Processing payments for vehicle registrations and fuel cards. [1]
- Processing, recording and reporting on vehicle fines, accidents, driver details, etc. [1]



Effectively communicating with all levels of management teams and groups across the organisation. [1]

Facilities and Assets

Coordinating preventative maintenance and repairs for all buildings, furniture and equipment. [1]

Organising purchase and disposal of furniture and equipment across all service areas. [1]

Liaising with off-site security services with regards to regular alarm testing and security requirements. [1]

Coordinating both regular and ad hoc office cleaning and rubbish removal. [1]

Smoke Alarm Subsidy Scheme (SASS)

Assessing eligibility of incoming applications. [3]

Processing applications with the relevant Government Department under the scheme. [3]

Placing orders for approved applications and ensuring delivery. [3]

Providing information to accounts for alarm approvals. [3]

Preparing monthly reports on the program. [3]

National Disability Insurance Scheme (NDIS)

In conjunction with the Finance Team, answering customer service enquiries from Deaf and Hard of Hearing clients regarding NDIS Plan Management fees and other accounts enquiries. [2]

General

Administration support to the HR & Administration team and other duties as required. [3]

Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury. [3]

Understand and work within the relevant parts of the Deaf Connect quality management system. [3]

DECISION MAKING

Decisions

Time management, work and project priorities.

Recommendations

Procedures and administration matters.

PRIMARY RELATIONSHIPS

Internal

Team Leader, Office Management & Facilities

People & Culture Team, Managers and Coordinators

Purpose / Relationship

Line supervision, information and support

Information, direction, liaison

Information and support

External

Clients/Members of the Public

Members of other Organisations including contractors

Purpose / Relationship

Information, direction, liaison

Information, direction, liaison, coordination

Internal

HR & Administration Manager

Managers/Coordinators/Staff

Purpose / Relationship

Line supervision, information and support

Information, direction, 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
Innovating		*				
Planning			*			
Organising					*	
Patience & Friendliness						*
Customer/Client Orientation						*
Administration				*		
Auslan						*
Professionalism						*
Acceptance					*	
Problem Solving				*		
Deciding		*				
Implementing					*	
Communicating						*
Flexibility					*	
Consulting	*					
Participating				*		

SELECTION CRITERIA

Essential

- Demonstrated administration and reception skills and experience
- Computer skills: Intermediate level of Microsoft Office Suite particularly Word, Excel, and PowerPoint, and general database knowledge
- Auslan Skills - must be fluent

Desirable

- Post-secondary studies in office and administrative studies or equivalent experience
- Auslan skills, or willingness to learn.

Please sign below your agreement of the above position description

.....
Print Name

.....
Signature

.....
Date