

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Receptionist	Department	Executive Support
Location	East Perth	Direct/Indirect Reports	Up to 10 Volunteers
Reports to	Executive Assistant	Date Revised	April 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 2	Job Evaluation No:	HRC0035995

■ Position Summary

The Receptionist is the frontline ambassador of the Red Cross in Western Australia. They provide a holistic concierge service to all internal and external customers ensuring their individual needs are met.

They must be articulate and have excellent presentation, interpersonal and communication skills. The Receptionist must be able to coordinate and prioritize work for themselves and a team of volunteers, with the ability to deliver in a fast paced and adaptable environment.

■ Position Responsibilities

Key Responsibilities

Customer support

- Develop and distribute internal communications to inform people of upcoming events, activities and meetings
- Facilitate the effective resolution of complaints and grievances made by members of the public. Ensure all feedback is recorded on the register and adhere to policy and process
- Identify and implement strategies and systems to improve practices in line with best practice principles
- Oversee front of house activities including efficient and effective administrative support, positive customer experience and active referral to internal and external services
- Promote a proactive approach to the management of Workplace Health and Safety (WHS)
- Provide concierge services throughout the building by building and maintaining professional relationships with all internal stakeholders
- Respond to internal and external customers and enquiries via email, face to face and over the phone in a timely manner
- Welcome all customers and provide services that are specific to their particular requirements

Office support

- Maintain the WAINFO inbox on a daily basis ensuring all queries are responded to and tasks completed.

- Maintain the WAINFOFAX inbox on a daily basis ensuring all incoming faxes are identified and tagged into the correct folders, and monitoring the collection of these faxes by relevant departments.
- Maintain and monitor the Skype Reception system and train volunteers on the system accordingly.
- Provide regular and timely communications including maintaining phone/address listings, on-line information, and updates on processes/procedures/forms.
- Process daily mail.
- Ensure all visitors to Red Cross House comply with security protocols.
- Coordinate monthly stationery order, kitchen supplies, including milk, and corporate printed stationery,
- Reconcile invoices and delivery dockets.
- Coordinate and process photo IDs and name badges for members of the workforce.
- Coordinate and process business cards for members of the workforce.
- Coordinate and process courier/express post bags for the office.
- Accurately code and process on Red Connect the monthly Australia Post account
- Photocopier management, including, changing toners, reporting faults and arranging maintenance
- Ensure that the reception area is clean and maintained in good order at all times.
- Any other reasonable request from your manager or their delegate

Volunteer Management

- Provide leadership and coordination to volunteers using volunteer management practices. These include recruitment and selection, training and development, recognition, management and workplace safety ensuring that all processes are in accordance with organizational practice and guidelines.
- Develop and maintain collaborative and strong working relationships with the WA Hub.

■ Position Selection Criteria

Technical Competencies

- Excellent customer service skills with demonstrated experience in a similar position including cash handling, reception and word processing duties
- Demonstrated experience and proficiency in the development and delivery of volunteer management processes and programs
- Sound cash handling, numeracy and literacy skills
- Well-developed keyboard and computer skills with a working knowledge of Microsoft Office word processing and spread sheet software
- Highly developed oral and written communication skills
- Well-developed analytical, problem solving and decision making abilities

Qualifications/Licenses

- Previous experience in a similar role
- Certificate IV in Business or Customer Service is **desirable**
- Knowledge of language(s) Arabic, Karen, Chin, Farsi or Dari is **highly desirable**
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.