

## POSITION DESCRIPTION

<b>Position Title:</b>	Corporate Receptionist & Administration Assistant
<b>Reports to:</b>	Executive Assistant to Chief Property and Retirement Living Officer
<b>Direct Reports:</b>	Nil
<b>Business Area:</b>	Property and Retirement Living
<b>Primary Location:</b>	Corporate Office, Subiaco

### PURPOSE

The purpose and objective of this position is to project a professional image for Amana Living Corporate Office, offering welcoming and helpful reception and information services to visitors, tenants, and staff in the building.

### VISION, MISSION, AND VALUES

The Corporate Receptionist & Administration Assistant contributes to Amana Living's Vision, Mission, and Values.

**VISION** A community where every older person is honoured and valued.

**MISSION** Together, we enable older people to maintain their individuality, providing what is needed to support a fulfilling life.

**VALUES**

- Compassion** We act with kindness, empathy, and respect to foster a community of caring
- Collaboration** We work together, so every person's contribution advances our common purpose
- Curiosity** We are determined and creative in finding ways that deliver great outcomes
- Inclusion** We celebrate diversity, ensuring everyone is welcomed and treated equitably
- Trust** We take our responsibility seriously and are worthy of the trust placed in us

### AGED CARE CODE OF CONDUCT

Aged care workers are covered by the Code of Conduct for Aged Care. The Code sets out how approved providers (Amana Living) and their workers (Amana Living staff) and governing persons must behave and treat consumers when providing aged care services, and strengthens protections for older Australians against unsafe, poor-quality aged care services.

Amana Living expects all staff covered by the Aged Care Code of Conduct to comply with Code and all remaining staff to provide care and/or service that is safe and respectful and to behave in a way that is in keeping with the Code.

## WORK HEALTH AND SAFETY

The Corporate Receptionist & Administration Assistant is required to take reasonable care for their own health and safety and the health and safety of other persons at the workplace. Throughout their employment they must comply with any reasonable instructions, policies and procedures relating to health and safety at the workplace.

## KEY DUTIES AND RESPONSIBILITIES

CORE RESPONSIBILITIES	KEY TASKS AND DUTIES
<b>Reception Duties</b>	<ul style="list-style-type: none"> <li>• Welcome tenants, visitors, staff, and contractors, providing necessary guidance.</li> <li>• Always maintain a polished and professional appearance.</li> <li>• Uphold the appearance of the entrance foyer and manage spot cleaning and rubbish clearing.</li> <li>• Manage the booking system for visitor parking coordination.</li> <li>• Demonstrate efficiency and professionalism in all reception-related tasks.</li> <li>• Manage multiple tasks and priorities effectively.</li> </ul>
<b>Phone Management</b>	<ul style="list-style-type: none"> <li>• Answer all incoming calls and take messages promptly.</li> <li>• Return missed calls within two hours.</li> <li>• Respond promptly and professionally to callers, ensuring accurate message-taking.</li> </ul>
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• Exercise discretion and confidentiality at the corporate reception.</li> <li>• Prioritize the protection of confidential information.</li> <li>• Adhere to company policies and procedures.</li> <li>• Uphold high standards of ethics, integrity, and confidentiality.</li> </ul>
<b>Requisitions and Invoicing</b>	<ul style="list-style-type: none"> <li>• Raising requisitions against quotes/invoices, follow through to goods received.</li> <li>• Ensure prompt invoicing to meet payment terms and avoid overdue fees.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Conduct comprehensive Corporate Office new starter walk-arounds and fulfill safety roles.</li> <li>• Address ad-hoc WHS tasks and if required assist proper sign-in/out procedures for visitors and contractors.</li> <li>• Perform weekly inspections of the archive room for safety issues.</li> </ul>
<b>Records Management</b>	<p><b>Emails</b></p> <ul style="list-style-type: none"> <li>• Manage inbound emails and facsimiles efficiently.</li> <li>• Distribute emails to the appropriate recipients or departments.</li> <li>• Maintain electronic filing systems for easy retrieval of documents.</li> <li>• Print documents and correspondence as required.</li> <li>• Print customer clothing labels promptly.</li> </ul> <p><b>Inbound Mail</b></p> <ul style="list-style-type: none"> <li>• Receive, open, and sort incoming mail.</li> </ul>

	<ul style="list-style-type: none"> <li>• Scan and distribute mail electronically to relevant recipients.</li> <li>• Assist staff with inquiries related to incoming mail.</li> <li>• Ensure timely and accurate processing of mail items.</li> </ul> <p><b>Outbound Mail</b></p> <ul style="list-style-type: none"> <li>• Coordinate outgoing mail collection and processing.</li> <li>• Operate and manage the franking machine for accurate postage.</li> <li>• Train other staff in the use of the franking machine.</li> <li>• Ensure all outgoing mail is prepared and ready for collection in the foyer by an Australia Post contractor before 3pm.</li> </ul>
<b>Outbound Courier Management</b>	<ul style="list-style-type: none"> <li>• Coordinate outbound courier services for sending packages and documents.</li> <li>• Prepare shipping labels and documentation accurately.</li> <li>• Liaise with courier companies to schedule pickups and track shipments.</li> <li>• Ensure packages are securely packaged and labelled appropriately.</li> <li>• Communicate with internal staff regarding courier requirements and deadlines.</li> <li>• Maintain records of outgoing shipments and track delivery statuses.</li> <li>• Handle any issues or inquiries related to outbound courier services promptly.</li> </ul>
<b>Building and Facilities Support</b>	<p><b>Part A: Building</b></p> <ul style="list-style-type: none"> <li>• Coordinate Building Key Registers, including the Basement Locker Key Register.</li> <li>• Hold keys for temporary access by authorised maintenance contractors and visitors.</li> <li>• Report faults and incidents to the property helpdesk / strata.</li> </ul> <p><b>Part B: Facilities Management</b></p> <ul style="list-style-type: none"> <li>• Serve as the central point of contact for reporting building maintenance issues.</li> <li>• Monitor and sustain stock levels of stationery, kitchen supplies, and other essentials.</li> <li>• Order and replenish supplies, covering items like copy paper, envelopes, and toiletries.</li> </ul>

## KEY OUTCOMES

- Delivers a welcoming and professional reception for all tenants, visitors, staff, and contractors, ensuring a positive first impression and exceptional customer service.
- Inbound and outbound mail is processed accurately and promptly, maintaining organized records, and facilitating smooth communication within the organization.
- Requisitions, invoices, and payments are efficiently coordinated, ensuring timely invoicing and adherence to payment terms to avoid overdue fees and maintain financial accuracy.
- Effectively multitasks and organizes reception duties, contributing to the smooth functioning of the reception area and overall office efficiency.

## SELECTION CRITERIA

<b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>
Demonstrated ability to communicate effectively with a diverse range of individuals, both verbally and in writing.
Proficiency in conveying information clearly and professionally.
Proven capability to handle multiple tasks simultaneously while maintaining attention to detail.
Strong organizational skills, including the ability to prioritize and manage time effectively.
A track record of providing exceptional customer service, with a focus on creating a positive and welcoming experience for visitors and callers.
Competency in using office equipment, including phones, printers, and intermediate computer applications (e.g., Microsoft Office Suite, Account Reconciliation Manager (ARM)).
Ability to exercise discretion, especially in handling sensitive information at the corporate reception.
Understanding and commitment to maintaining confidentiality in all interactions.

<b>ESSENTIAL REQUIREMENTS</b>
National Police Clearance Certificate (no older than 6 months)
Proof of current influenza and Covid-19 vaccinations as per Amana Living policies
Successful completion of pre-employment medical (if applicable)

<b>ATTRIBUTES &amp; ATTITUDES</b>
Professional presentation and proactive attitude
Demonstrated good verbal, written and interpersonal communication skills
Proven organisational and time management skills
Ability to work independently and as a member of a team
Self-awareness and the capability to prioritise personal development
Highly ethical with a focus on community contribution