

POSITION DESCRIPTION – RECEPTIONIST

Position Title	Receptionist	Department	Support Services
Location	Milton, Brisbane	Direct/Indirect Reports	0
Reports to	Support Services Lead	Date Revised	October 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 2	Job Evaluation No:	

■ Position Summary

Reporting to the Support Services lead, the Receptionist will greet and assist clients, the general public and staff. In addition to maintaining a welcoming and orderly reception environment, you will be required to answer incoming calls and transfer both internally and externally using a VoIP based system. Additional responsibilities will include, but not be limited to, general administration including managing office resources (stationery and fleet), and other ad hoc requests to support staff.

■ Position Responsibilities

Key Responsibilities

- Greet clients, members of the public, contractors, external stakeholders and Red Cross people, professionally and courteously and provide direction and information
- Operate a multi-line phone system, answer all calls promptly and route calls appropriately Coordinate the receipt of all incoming documents/packages delivered by various carriers Make arrangements for special messenger/courier services when requested
- In conjunction with Support Services Lead / building owners and our PFM partner, manage service/repair/replacement as needed
- Actively contribute and collaborate with Support Services team members to achieve shared goals and workload requirements
- Actively provides buddy support to Support Services Trainees to assist on the job learning
- Mentor and provide direct guidance and support to volunteers
- Maintain neat and orderly organisation in the reception waiting area
- Order office and kitchen supplies to maintain appropriate inventory levels
- Backup for restocking and keeping the kitchen tidy
- Perform other miscellaneous administrative duties as identified or assigned
- Maintain a high degree of professionalism as a member of Red Cross

■ Position Selection Criteria

Technical Competencies

- Reception experience working in a complex organisation and/or not-for-profit
- Intermediate experience with MS Word, Excel & Outlook software applications
- Ability to prioritise work assignments while covering busy phone console
- Ability to be solution focused to support continuous improvement of service
- Strong verbal and written communication, including a professional phone manner.
- Strong interpersonal skills including the ability to engage with people from a wide range of backgrounds and effectively handle sensitive situations.
- Demonstrated ability to work under pressure with proven organisational and time management skills
- Demonstrated general office administration experience

Desirable

- Knowledge of/experience in not for profit/human service sector

Qualifications/Licenses

- Certificate level qualification in Business Administration or equivalent is desirable.
- Current and valid Australian Driver's License

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ 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