*Faculty / Division: Division Finance & Operations*

*School / Unit: UNSW Student Accommodation*

*Position Level: Level 3*

*Position Number: 00044773*

*Position Title: Receptionist*

*Date Written: May 2018*

## ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia’s global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as ‘research intensive’ or ‘teaching intensive’. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

## Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.


## OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Student Accommodation is part of the Division of Finance and Operations and manages the portfolio of UNSW owned and operated student accommodation, comprising of UNSW Colleges and UNSW Apartments.

The Receptionist has delegated responsibilities for the reception function of the Student Accommodation unit.

The role of Receptionist reports to the General Manager Operations and has delegated responsibilities for the reception function of the Student Accommodation Unit.

## RESPONSIBILITIES

Specific responsibilities for this role include:

* Promote a customer first culture and ensure customer expectations are met or exceeded.
* Operate as the first and main point of contact with stakeholders with a strong customer service focus.
* Respond to enquiries, provide information and support to stakeholders and assist in the efficient operation of the unit.
* Develop close working relationships with all staff in UNSW Student Accommodation, with an understanding of all key roles related to the responsibilities of their position.
* Manage the telephone switchboard, providing telephone assistance with enquiries where appropriate, referring callers to the appropriate personnel and ensuring all enquiries are passed on or followed up, as and when required.
* ‘Check-in’ and ‘Check-out’ residents, visitor groups and individual visitors ensuring compliance with prevailing policies and procedures. Assist with resident enquiries and issues in the first instance.
* Assist with the processing of applications, reapplications and changes to Resident information, ensuring the correct policies and procedures are followed including the effective use of the StarRez resident management system.
* Manage both the distribution of all general and mailed correspondence and the accurate filing of all relevant documentation generated through the operational activities of the Village.
* Maintain adequate levels of stationery and office supplies.
* Support Management in the management of the operational activities of the unit, through the provision of effective administration and operational support.
* Provide accurate and timely reports on key areas of responsibility as required.
* Acquire and maintain a good understanding of the Licence Agreement, Resident Rules, the Residence Handbooks and applicable Rules and Regulations, and work with UNSW Student Accommodation Management to enforce them with impartiality.
* Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

## SELECTION CRITERIA

* Secondary level qualification or higher with relevant work experience or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
* Excellent time management and organisational skills.
* Demonstrated initiative and capacity to perform appropriate office and reception procedures.
* Ability to work collaboratively with other team members.
* Demonstrated competency with office software, such as Outlook, Microsoft Office, World Wide Web, etc.
* Familiarity with data entry in established databases.
* Excellent (oral and written) communication skills and demonstrated customer service proficiency.
* Ability to liaise with people from diverse backgrounds and cultures with sensitivity.
* Demonstrated ability to work accurately and with a high level of attention to detail.
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*