

<b>POSITION TITLE:</b>	<b>RECEPTIONIST</b>
<b>REPORTS TO:</b>	<b>SENIOR HUMAN RESOURCES ADVISOR</b>
<b>LEVEL:</b>	<b>SACS 3</b>
<b>REVIEWED BY:</b>	<b>EXECUTIVE MANAGER PEOPLE &amp; ORGANISATIONAL DEVELOPMENT</b>
<b>DATE REVIEWED:</b>	<b>OCTOBER 2009</b>

### Purpose and Vision...

**Our purpose is** to enhance the lives of people with a spinal cord injury.

**Our vision is** that people with a spinal cord injury are able to live in an equitable, inclusive, integrated community, independently able to access every aspect of and contribute to the fabric of their region.

### Purpose of the Role ...

This role is required to present and provide professional customer service as the first point of contact with the Spinal Injuries Association. The role is responsible for the effective day-to-day operations of the reception area and the Association's switchboard.

### Success Factors for this Role...

<ul style="list-style-type: none"> <li>• Provide professional, courteous and efficient telephone and switchboard management to internal and external clients.</li> </ul>
<ul style="list-style-type: none"> <li>• Actively build and continually develop professional, positive relationships with internal and external clients to ensure profile of the Association is upheld.</li> </ul>
<ul style="list-style-type: none"> <li>• Efficiently and effectively manage all administration duties within the reception role including facilities security and obligations, incoming and outgoing mail, managing faxes and couriers and other administration duties as directed.</li> </ul>

### Key Performance Indicators for the Role....

<ul style="list-style-type: none"> <li>• Positive 360° Survey feedback on professional and courteous stakeholder interactions.</li> </ul>
<ul style="list-style-type: none"> <li>• Telephone calls are being answered professionally with no ring outs, and professional management of switchboard visible.</li> </ul>
<ul style="list-style-type: none"> <li>• Work is completed in accordance with work statements and reception protocols.</li> </ul>
<ul style="list-style-type: none"> <li>• Clear messages are promptly and accurately passed on either via direct telephone communication or emailed to staff.</li> </ul>
<ul style="list-style-type: none"> <li>• Mail and faxes directed to relevant staff or departments to be acted upon.</li> </ul>
<ul style="list-style-type: none"> <li>• Mail register completed daily and mail ready for collection daily by 10am.</li> </ul>
<ul style="list-style-type: none"> <li>• Records and registers are updated daily, including staff movement register.</li> </ul>
<ul style="list-style-type: none"> <li>• All visitors/ contractors are issued a visitor's pass.</li> </ul>
<ul style="list-style-type: none"> <li>• Urgent maintenance issues are immediately advised to the Facilities Manager or delegate.</li> </ul>

## You will bring to the role ...

<b>Must have (skills, knowledge, behaviour &amp; experience)</b>	<b>Great to have</b>
<ul style="list-style-type: none"> <li>• Completion of a receptionist course or equivalent relative on-the-job experience.</li> <li>• Previous experience on a busy switchboard.</li> <li>• Previous experience in delivering a high level of internal and external customer service.</li> <li>• Previous experience in the provision of administrative support.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a service focused environment.</li> <li>• Professional presentation.</li> <li>• Previous experience working within a quality framework</li> </ul>

## What you will do in this role...

<p><b>Reception Duties</b></p> <ul style="list-style-type: none"> <li>• Operate the switchboard efficiently and allocate calls within the business appropriately</li> <li>• Handle face-to-face and telephone enquiries clearly and efficiently in accordance with reception protocols.</li> <li>• Give clear and efficient assistance to all internal and external clients.</li> <li>• Maintain confidentiality of the Association and customer information.</li> <li>• Maintain good knowledge of the Association, departments and services.</li> <li>• Provide clear and concise communication in a polite manner at all times to achieve a high level of satisfaction from service recipients.</li> <li>• Provide clear and concise messages to the business.</li> <li>• Contribute to the successful recruitment of PCA and office staff.</li> </ul>
<p><b>Represent the Association in a positive and professional manner</b></p> <ul style="list-style-type: none"> <li>• Responsible for making visitors feel welcomed.</li> <li>• Enquiries appropriately directed.</li> <li>• Use and maintain appropriate professional language to manage all enquiries.</li> <li>• Maintain well presented and clean reception work area and its amenities.</li> <li>• Maintain an adequate supply of brochures and magazines.</li> </ul>
<p><b>Achieve working relationships</b></p> <ul style="list-style-type: none"> <li>▪ Positively contribute to and participate in the work environment to achieve good teamwork, relationships and effective service.</li> </ul>

<ul style="list-style-type: none"> <li>▪ Respond promptly and maintain flexibility to complete tasks and urgent requests.</li> <li>▪ Respond positively when asked for assistance.</li> </ul>
<p><b>Mail (inwards and outwards including faxes)</b></p> <ul style="list-style-type: none"> <li>• Record and distribute incoming mail on a daily basis and in a timely manner.</li> <li>• Process and record outgoing mail to enable accurate charge out of postage costs.</li> <li>• Record receipt of incoming faxes and advise relevant staff.</li> </ul>
<p><b>Undertake clerical duties in an accurate and timely manner</b></p> <ul style="list-style-type: none"> <li>• Take messages for staff and informing them in an effective and efficient manner.</li> <li>• Arrange taxis and couriers when required.</li> <li>• Receive and record inward freight.</li> <li>• Arrange process of payment of stationery accounts.</li> <li>• Administrative assistance to Human Resources team.</li> <li>• Maintain a register of staff movements in and out of office.</li> </ul>
<p><b>Building Security</b></p> <ul style="list-style-type: none"> <li>• Participate in emergency notification and evacuation drills.</li> <li>• Control the issuance of visitor and contractor passes.</li> <li>• Advise facilities manager and Senior HR Advisor of unusual or suspicious circumstances.</li> </ul>
<p><b>Workplace Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Stop any unsafe work practice(s) that will put yourself or others at risk.</li> <li>• Report hazards and/or incidents in accordance with Spinal Injuries Association Policies and Procedures.</li> </ul>
<p><b>Quality Management System</b></p> <ul style="list-style-type: none"> <li>• Follow and adhere to all Spinal Injuries Association Policy and Procedures.</li> <li>• Participating and contributing to the compliance of the organisation in accordance to ISO 9001:2008 and the DS Quality Standards.</li> </ul>
<p><b>Other Responsibilities</b></p> <ul style="list-style-type: none"> <li>• As directed by Management.</li> </ul>

**This role can approve and make decisions on...**

<ul style="list-style-type: none"> <li>• Make daily decisions to manage workload effectively.</li> <li>• Report car allocation misuse.</li> <li>• Raise QIR's for any non compliance detected in accordance with the Spinal Injuries Association Continual Improvement Procedure.</li> <li>• Stop any unsafe work practice(s) that will put yourself or others at risk.</li> </ul>
--

<b>Agreed by Employee</b>	<b>Date</b>
---------------------------	-------------

--	--

Key Selection Criteria	
Weighting	
<b>4</b>	Completion of a Receptionist course or equivalent relative on the job experience.
<b>5</b>	Previous experience in delivering a high level of internal and external customer service.
<b>5</b>	Previous experience in the provision of administrative support.
<b>3</b>	Previous experience on a busy switchboard.
<b>5</b>	Professional presentation and communication skills
<b>3</b>	Demonstrated experience in all Microsoft Office, Windows XP applications and Database maintenance.

**KEY SELECTION CRITERIA WEIGHTING SCALE**

Scale	Definition
5	Extremely important competency. Applicant must be able to demonstrate in-depth experience, skills/behaviours or knowledge to meet this criterion.
4	Very important competency. Applicant must be able to demonstrate specific experience, skills/behaviours or knowledge to meet this criterion.
3	Important competency. Applicant must be able to demonstrate general experience, skills/behaviours or knowledge to meet this criterion.
2	Desired competency Applicant must be able to demonstrate some experience, skills/behaviours or knowledge to meet this criterion.
1	Acquiring competency. Applicant must show willingness to acquire general experience, skills/behaviours or knowledge to meet this criterion.