

# POSITION DESCRIPTION



<b>Position:</b> Receptionist
<b>Position Level:</b> Community Services Worker classification level 3 (as per Northside's Enterprise Agreement)
<b>Reports to:</b> Manager (Aged Care)

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES					
<b>Vision:</b> A community where everyone matters and has the opportunity to fulfil their potential.					
<b>Mission:</b> Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.					
<b>Values:</b>	Courage	Integrity	Choice	Innovation	Collaboration

## POSITION OBJECTIVE

The objective of this Receptionist role is to ensure the seamless management of front desk operations, provide outstanding customer service, and support the administrative needs of the team. This position serves as the first point of contact for clients and visitors, creating an environment of service, and professionalism.

## KEY RESPONSIBILITIES AND DUTIES

- Manage the reception area, ensuring a clean and welcoming environment for all visitors and staff.
- Handle all incoming calls and emails, providing high-quality and consistent customer service.
- Coordinate day-to-day operations of the office facility, including liaising with external contractors for maintenance tasks.
- Provide administrative support to the Aged Care, Shared Services and other programs as needed.
- Meet with clients regarding their service agreement and requirements, ensuring a climate of hospitality and professionalism.
- Follow up with clients and business areas regarding outstanding receivable invoices.
- Undertake other reception or administrative duties as directed, consistent with your skills, competence, and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

## ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

Reviewed by HR		Review Date	14/07/2023
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1. Exceptional customer service skills, with a demonstrated ability to engage positively with both internal and external stakeholders.
2. Excellent communication skills, both written and verbal, ensuring clear and effective interactions with team members, clients, and visitors.
3. Proven ability to work collaboratively as part of a team, contributing to a welcoming and professional office environment.
4. Highly organised, with a professional and ethical approach to work and a demonstrated ability to manage administrative tasks and office operations effectively.
5. Adaptable and flexible work style, capable of managing multiple tasks simultaneously and adjusting to changing priorities.
6. Proficiency in computer administration, particularly with MS Excel and MS Word, for managing communications, records, and reports.

## **PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

- Prolonged periods of sitting at a desk and working on a computer
- Regular lifting, manual handling tasks
- Reliable and comprehensively insured car, mobile phone and access to a computer or tablet.

## **QUALIFICATIONS AND/OR TRAINING**

- Associate diploma in Business Administration or similar field with relevant experience (minimum 1 year); or
- Relevant certificate in Business Administration or similar field with substantial relevant experience (minimum 3 years)
- Full and valid Australian driver's license.

## **GENERAL EMPLOYMENT INFORMATION**

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

**SIGNATURE**

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			