|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title:** | Receptionist & Administrative Officer | **Department:** | Catholic Care |
| **Reports to:** | Program Manager | **Supervises:** | No staff |
| **Internal Liaisons:** | This position is part of the broader team at CatholicCare and assists with day to day enquiries and operations within the organisation. | **External Liaisons:** | The admin officer attends to quality customer services to Individuals, stakeholders, staff and the general public and administrative duties. The officer links enquiries to the appropriate services within the organisation |
| **Position Objective** | As part of the reception team you are responsible for quality customer service to all individuals and stakeholders of the service portfolios. As the first point of contact for individuals to the organisation a sound general knowledge of all CatholicCare programs and services is required. The administrative assistance is responsible for responding to initial enquiries from individuals, stakeholders, staff and the general public and then referring them on as appropriate. Part of your role is to ensure all enquires are dealt with in a timely manner with respect and privacy.  The position also provides secretarial and administrative support to the program manager and team members, including but not limited to monitoring incoming and outgoing mail and oversees the booking and preparation of meeting rooms and managing the office on a day to day basis.  Effective time management is important in this role, where quite often urgent situations arise and need to be managed as well as ensuring your planned tasks are completed in a timely manner. The position requires an individual who likes being busy, with a ‘can-do’ attitude and dedicated to the service we provide for the vulnerable people in our community. | | |
|  | **Building quality Organisation**   * Adhere to agency policy and legislation * Adhere to Work Health and Safety Policies, including participation in a kitchen roster and other practices within the office * Be a positive member of the team culture * Staff are expected to contribute to a safe and healthy workplace environment, as well as to provide service which conform to agency and government policy and regulations. * Staff are expected, at times, to participate in corporate events, this could be the social club, working groups, committees etc.   **Provide quality services and programs**  Provide Individuals with a quality customer service:   * Professional communication externally to Individuals and stakeholders * Professional communication internally, on site as well as across the wider CatholicCare * Provide appropriate information or referral to alternative agencies where appropriate * Provide a timely response to stakeholders and staff * Ensure phones are answered within 5 rings * If the phone rings whilst customer is at reception, acknowledge customer and answer phone, place on hold and return to your customer * Phone messages and bookings are responded to within 2 working hours * Messages are checked at a minimum at 9am, 12pm and 3pm every working day, or as frequently as possible * All phone messages, faxes and emails for staff are forwarded by email ASAP * Maintain a sound knowledge of other CatholicCare programs and external agencies * Attend regular sessions and events where program information is provided and discussed * Feedback and complaints are dealt with as per policy   **Administrative duties (including but not limited to)**   * Mail, faxes/emails are distributed accordingly * Handover and communications to colleagues to ensure continual workflow * Monitor, Order and Stock Stationary Room as required, including arranging the emptying of confidential bins * Book meeting rooms and prepare refreshments as required * Monitor, restock and order water as required * Provide administrative support to program managers and staff as directed by your Director and in-line manager, for example providing assistance with preparation of paperwork for service delivery meetings and staff interviews, assistance with mail outs and/or scanning of documents * Oversight of program fleet cars, including printing and scanning of log sheets, monitoring service due dates, cleaning rosters and liaise with the Fleet Management Team as required | | |
|  | | | |
| **SELECTION CRITERIA**   1. Demonstrated high level of initiative and strong organisational skills, with attention to detail and the ability to, determine priorities, multi-task and effectively meet deadlines. 2. Demonstrated experience to providing quality service to those who are vulnerable within our community. Preferably with experience working in the disability or community sector. 3. Strong interpersonal and communication skills, including the ability to deescalate individuals who may become heightened. 4. Advanced Computer Literacy levels 5. Demonstrated ability to work both within a team environment and independently 6. Ability to learn quickly and manage change 7. Working with Vulnerable People Check and registration with the NDIS Worker Screening Database 8. Current driver’s licence | | | |
| **Employee Declaration** | | | |
| I have read this document and agree to undertake the duties and responsibilities as listed above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. | | | |

|  |  |
| --- | --- |
| **Employee** |  |
| **Signature** |  |
| **Date** |  |