

## Position Description

<b>JOB TITLE</b>	Receptionist and Office Administrator – Short term casual contract
<b>REPORTS TO</b>	P&C Manager
<b>DATE</b>	<b>August 2024</b>
<b>POSITION OBJECTIVE</b>	
<p>To effectively coordinate the reception desk and the general running of the office/s to ensure a suitable work environment for all staff and visitors.</p> <p>Provide administrative across the organisation as required eg Events, Triage and Virtual Support Hub.</p>	
<b>KEY RESPONSIBILITIES</b>	
<ul style="list-style-type: none"> <li>• Ensure efficient office start up and close down including turning the various displays on/off, opening offices, filling up the photocopiers and checking consumables, tidying stationery area, tidying kitchen area and meeting rooms and main office areas</li> <li>• Welcome all visitors in a friendly, cheerful and professional manner and respond to their requests and needs accordingly</li> <li>• Effectively and professionally answer the switchboard and direct calls appropriately</li> <li>• Monitor the Reception line voicemail and distribute messages as appropriate</li> <li>• Monitor the general email inbox and distribute to the relevant teams</li> <li>• Answer email correspondence and enquiries in a timely manner</li> <li>• Ensure the office areas are tidy and presentable</li> <li>• Be the first point of contact for any office issues and escalate accordingly</li> <li>• Maintain office security by following safety procedures and controlling access via the reception desk (sign in device, QR code check in)</li> <li>• Assist the P&amp;C team with administrative duties eg onboarding and termination processes</li> <li>• Source, liaise with and maintain office services as required (eg. cleaners, WHS, Posh, building management and other maintenance companies)</li> <li>• Monitoring stocks of stationery, grocery supplies and consumable office equipment and assisting with the ordering and replenishment of stocks.</li> <li>• Organise postage and couriers where necessary ensuring the mail register is maintained and post is delivered internally to the appropriate employees/teams</li> <li>• General housekeeping, maintenance and tidiness of the office. Eg. storage rooms, kitchens including packing/unpacking dishwasher, cleaning fridges, keeping meeting rooms stocked appropriately, stocking cleaning stations and communal areas</li> <li>• Liaise with the P&amp;C Officer to coordinate Reception back up as needed with either internal contacts or external agencies in consultation with the P&amp;C Manager</li> <li>• Process purchase orders and invoices as required</li> <li>• Coordinate and collect catering for meetings ensuring delivery on time and as ordered as required</li> <li>• Provide administrative support and data entry across departments, as required</li> <li>• Assist the Triage and Help desk teams (eg. Referrals, closures etc)</li> <li>• Assist events team when required (eg. Registrations, event certificate, attendance records)</li> <li>• Perform other duties reasonably required as directed</li> <li>• Ensure “best practice” processes across all areas of responsibilities</li> <li>• Comply with the organisations policies and procedures</li> </ul>	

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- Ensure the safety of yourself and others in line with the organisations WHS policies and procedures and the Workplace health and safety Act 2011

WentWest is an organisation of continual improvement. The role scope described is intended as a guide to the responsibilities and outcomes. The position description may change following consultation with position incumbent.

### MANAGEMENT SYSTEM

- Ongoing compliance with Quality System requirements.
- Responsible for ensuring that all documents that are part of the WentWest management system and assigned to this position are reviewed and updated in accordance with the Control of Documents and Records Policy.

### INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

- Ongoing compliance with WentWest's Information Security Policy and the information security components of the WentWest Management System.

### QUALIFICATIONS

- Studying or commencing a health degree, or Qualifications in Administration or relevant experience

### SKILLS AND EXPERIENCE

#### Essential

- Good presentation including excellent written and oral communication skills
- Excellent customer service skills
- Intermediate Computer skills, with a reasonable understanding Microsoft Office (especially MS Outlook and MS Word, Excel)
- Strong interpersonal skills with the ability to interact effectively with external and internal customers
- Proactive, self-motivated and reliable
- Strong attention to detail and an organised approach to work
- Professional phone manner
- Problem solving skills and ability to be resourceful and proactive when issues arise
- Able to take direction
- Ability to work autonomously or as part of a team
- Neat and presentable appearance

#### Desirable

- Experience in a multifunction office dealing with a variety of departments
- Experience with a PC based telephone system, preferably Teams and 3CX

### PRE APPOINTMENT REQUIREMENTS

- Right to work in Australia documents (Passport, or Birth certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- National Police check completed in the last 6 months

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### WENTWEST VALUES - behaviours and ways of working the organisation sees as critical

**Creativity** – challenge convention

**Leadership** – Inspire action

**Equity** – actively overcome barriers

**Excellence** – be the best we can be

**Respect** – understand others