**Position Description**

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| **Title** | **Receptionist / Administration Officer** |
| **Reporting to** | Executive Manager Corporate Services |
| **Salary Range** | $47,819.20 to $51,573.60 |
| **Liaises with** | Internal and External Stakeholders |
| **Type of Position & Hours of work** | Full Time  Monday to Friday  8:00am to 4:30pm and 3:30pm on Fridays |
| **Position Summary** | The role of the Receptionist is to provide the Corporate Services team with overall administration support. The receptionist duties include answering phones, managing records, ordering supplies, photocopying, managing records and maintaining an effective mail correspondence system. This position will be the first point of contact for all general enquires and customer service.  This position will assist the Executive Manager Corporate Services to lead and direct Julalikari Council Aboriginal Corporation (JCAC) business to be an industry leader. Assist the Executive Manager Corporate Services to provide effective leadership and be accountable for quality customer service in line with Julalikari Council Aboriginal Corporations Vision, Mission Statement and core objectives in accordance with relevant tenders and funding streams. |
| **Essential Criteria** | * Previous experience in administrative role or an ability to quickly learn; * Experience with Microsoft Office Software, Word and Excel in particular, with word processing and data entry skills; * Sound knowledge in administrative and procedures or an ability to quickly learn; * Sound written communication skills with good attention to detail; * Effective verbal communication skills with the ability to liaise with a diverse range of people; * An ability to prioritise, organise and complete tasks within a specified timeframe; * An ability to work autonomously of as a member of a dynamic team, as required; * A current Driver’s Licence * Highly developed communication and networking skills; * Ability to work independently, exercise initiative and meet deadlines; * Good Computer literacy; * Current National Police Clearance or an ability to obtain one; and * Working with Children’s Clearance or an ability to obtain one. |
| **Desirable Criteria** | * Demonstrated knowledge of Community Controlled Aboriginal Organisations and an established network within the industry. |
| **Key Attributes** | * Ability to follow Policy and Procedures * Punctuality * Ability to carry out essential daily tasks * Ability to follow instruction * Willingness to learn * Ability to work autonomously and as a member of a team * Demonstrate initiative and be proactive * Critical thinking and complex problem solving * Motivated for business development * Commitment to efficiency * Excellent customer service etiquette * Attention to detail * Multitasking * Stress management * An understanding of Work Health and Safety and risk management |

*The statements contained herein reflect general details, as necessary to describe the principal tasks of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including working in other functional areas to cover absences or relief, to equalise peak work periods, or to otherwise balance the workload. I acknowledge that the attached Key Performance Indicators (page 3 & 4) will be used to assess my performance in this position.*

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Julalikari Council Aboriginal Corporation.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position Description – Key Performance Indicators**

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| **Receptionist/Administration Officer** |

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| **Tasks and Responsibilities** | **Key Result Area/ Key Performance Indicators** |
| **Programs** | |
| Responds to the needs of the Executive Manager Corporate Services and the corporate services Team | *Engagement and feedback from stakeholders and team members* |
| Greet all client, visitors and stakeholders when they present to the front reception | *Feedback* |
| Manage the stationery and ensure that all appropriate stock is managed and ordered as required | *Catalogue and use* |
| Liaison with Cultural Team Leader | *As required* |
| Stock procurement and management | *Demonstrated, as per JCAC Policy and Procedures* |
| Collect, log and distribute incoming and outgoing mail | *Accurate and timely completion of tasks.* |
| Assist the Human Resources Manager with administrative tasks when available. | *Accurate and timely completion of tasks* |
| Assist the Finance Manager with administrative tasks when available | *Accurate and timely completion of tasks* |
| **Administration** | |
| Emails and correspondence | *Present the company and yourself in a friendly and professional manner, promoting business awareness.*  *Processing and managing all correspondence daily, quickly and efficiently.* |
| Documentation processing | *Scan, copy, email, print and bind daily and efficiently with minimal waste of time.* |
| Filing systems | *Implement and maintain Policy and Procedures for filing and filing systems.* |
| Assist in the management of workflow in the business systems. | *Create/review JCAC Policy and Procedure where required.*  *Efficient with the minimum waste of time.*  *Daily updates in system.* |
| Support preparation and presentation of reports | *To a high standard and on time.* |
| **General** | |
| Adhere to JCAC Polices & Procedure at all times | *Demonstrated* |
| Induct and train new employees as required | *Demonstrated* |
| Any other reasonable task as directed by my Manager | *Demonstrated* |
| **Teamwork** | |
| Display integrity and ethics consistent with the role within JCAC | *Strong work ethic is observed including respect for management, peers and direct reports* |
| Develop and maintain networks and partnerships with relevant government agencies, cultural organisations and service providers. | *Demonstrated relationships in all areas of work* |
| Actively participate as a member of the team by undertaking all duties enthusiastically and cheerfully, maintaining a positive working relationship with management, employees and clients | Relationships with colleagues are impartial and objective ensuring that any conflict is dealt with appropriately and in an effective manner as per JCAC policy |
| Promotion of JCAC culture and values | Take the lead in demonstrating company values and promoting positive JCAC culture throughout the organisation |
| **Training** | |
| Attend training as requested | Attend paid and unpaid training |
| Punctuality for all meetings | Punctuality at meetings |
| **Work Health & Safety** | |
| Follow all Work Health & Safety (WHS) policies and procedures and ensure employees operate safely and efficiently at all times | *Relevant forms and reports submitted to Executive Manager Community Services within 48 hrs of request* |
| Adhere to the vehicle use policy | *No breaches of the vehicle use policy are observed* |
| Complete and submit to the HR Office hazard and incident report forms when any hazards/ incident/ near miss occurs | *Forms completed within 12 hours of incident and 24 hours of hazard/ near miss* |
| Support the implement and maintenance of the Work Health and Safety Management System | *Implemented and maintained* |
| Conduct/participate in annual internal audit and management reviews on the all Quality Management Systems | *Complete in a timely manner and in line with JCAC policy and procedure.* |
| Track the movements of all members of the Corporate Services team to ensure all employees are safe and accounted for | *Current and updated employee movement board* |

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