



POSITION DESCRIPTION

Job Title

Position:	Receptionist
Department:	Operations
Time Fraction:	Full Time
Reports To:	General Manager (GM)
Responsible for staff:	Nil
Level:	Social, Community, Home Care and Disability Service Industry Award 2010 "SCHDSI Award" Level 1
Position Tenure:	Permanent
Date of Review:	20.05.2019

Role Summary

The Receptionist for Kids Under Cover provides high level customer service as the first point of contact, both in person and over the phone, for all visitors. In addition, the Receptionist is responsible for the presentation of the front-of-house, monitoring of incoming emails, meeting requirements (including booking relevant rooms and catering), incoming and outgoing mail and couriers, maintaining stock and other general administrative tasks as directed.

Key Responsibility Areas (KRAs)

Reception (70 %)

- Serve visitors by greeting, welcoming, directing and announcing them appropriately.
- Answer, screen and forward incoming phone calls, providing basic information where required.
- Receive and sort daily mail, deliveries and/or couriers.
- Receive and sort all incoming email/fax enquiries from the general KUC email.
- Ensure the front-of-house is kept clean and well maintained at all times.
- Coordinate meeting rooms and arrange any applicable catering.
- Coordinate in-house meetings, including formal meetings, informal meetings and celebrations.

Operations Support (30%)

- Maintain all process and procedure manuals including Administration, Operations, and IT.
- First point of escalation regarding IT queries.
- Office equipment maintenance.
- Maintain the stock levels for stationery, kitchen and other office supplies.

Experience

- Previous front of house/customer service experience
- Demonstrated experience in Microsoft Office.
- Commitment to delivering high quality outcomes for clients
- Proven high level organisation and time management skills

- High level written and verbal communication skills
- Previous experience in the homelessness sector and knowledge of community development principles in preventing homelessness (highly desirable)

Skills & Knowledge

Relationship management – Collaborates, cultivates and facilitates productive internal and external working relationships to influence outcomes for the benefit of KUC.

Communicates with influence – Communicate clearly, actively listen to others and respond with respect.

Drive results – Achieve results through efficient use of resources and a commitment to quality outcomes.

Plan and prioritise – Plan to achieve priority outcomes and respond flexibly to changing circumstances.

Evaluate and Improve – Evaluates processes or programs to drive continuous improvement.

Child Safety Standards - Commitment

We are committed to the safety, participation and empowerment of all children. As part of your role, you may be working with children and people who are vulnerable. It is your obligation to always ensure their safety and report any concerns that you have, in line with our Child Safe Policy and Child Safe Code of Conduct.

Behavioural Competencies

- | | |
|--------------------|--------------------------|
| • Work together | • Be positive |
| • Respect others | • Be ethical |
| • Don't judge | • Lead by example |
| • Be understanding | • Show dedication |
| • Find a way | • Advocate for the cause |

Authorisation

I have read, understood and accepted this position description as the basis of this role.

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Employee

.....
Manager

Kids Under Cover reserves the right to review and amend this document at its discretion.