

POSITION DETAILS	
POSITION TITLE	Receptionist/Administrator
FULL TIME EQUIVALENT	1.0 FTE
EBA/AWARD CLASSIFICATION AND LEVEL	N/A
REPORTING STRUCTURE	Reports to Corporate Services Manager. No Direct reports.
POSITION DIMENSIONS (BUDGET)	None
PURPOSE - Why does this position exist?	
To professionally greet and direct visitors and callers to programs and services across Djirra; and to contribute to head office and Djirra running smoothly and efficiently by providing effective reception and administration services.	
RESPONSIBILITIES	
<p>Reception Providing a professional reception service, including</p> <ul style="list-style-type: none"> • front-of-house service to all visitors • management of all incoming telephone calls to reception • management of general incoming email enquiries • ensuring all messages are recorded accurately and communicated clearly and efficiently. 	
<p>Administration Determine the visitor or caller's reason for contacting Djirra, and connect them with the appropriate staff member or team across Victoria.</p> <p>Ensure all messages are recorded accurately and communicated clearly and efficiently.</p> <p>Manage incoming email enquiries and circulate accordingly.</p> <p>Process daily correspondence, including incoming and outgoing mail and parcels, courier services, and relevant legal documentation.</p> <p>Arranging for courier services as required.</p> <p>Managing the flow of general correspondence, including receipt and dispatch of mail.</p> <p>Managing room and fleet vehicle booking calendars.</p> <p>Liaising with managers and staff to assist with the set-up for meetings or special events, including organising catering where requested.</p> <p>Manage room bookings and assist with the setup of meetings and special events.</p> <p>Manage the usage of taxi's/public transport for Djirra.</p> <p>Ensure reception, kitchen area and meeting rooms are kept tidy and well presented.</p> <p>Work within the Corporate Services Team and provide support as required.</p> <p>Purchasing and maintaining an inventory of stationery, kitchen/bathroom supplies, photocopier/printer consumables for the organisation, and other supplies as delegated by the Corporate Service Manager, ensuring head office always has adequate supplies.</p>	

<p>Undertake asset and suppliers' investigation.</p> <p>Maintaining the 3CX office phone system, and supporting staff in using the 3CX system.</p> <p>Coordinating head office petty cash (if required).</p> <p>Maintaining contact lists/databases, and registers of equipment and codes held by staff.</p> <p>Arranging business cards and Legal Services stationery.</p> <p>Liaising with the Head Office and Northcote cleaners.</p> <p>Other administration tasks as delegated by the Corporate Services Manager.</p> <p>Maintenance Supporting Operations Officer in building and facilities maintenance, and supporting regional office maintenance.</p> <p>Supporting Operations Officer in fleet vehicle maintenance, repairs, insurance claims, petrol cards and e-tags.</p> <p>Occupational Health and Safety Follow, and help others to follow, all health and safety procedures, and participate in all relevant training and complete timely reporting of any hazards, injuries or incidents.</p> <p>Proactively report on opportunities for improved health and safety.</p>	
DECISION MAKING AUTHORITY	
<p>All decision making within scope of responsibilities</p> <p>Recognise when to involve / escalate to Corporate Services Manager.</p>	
KEY INTERACTIONS	
<p>Internal: Corporate Services Manager, Operations Officer other employees</p>	<p>External: Callers & Visitors, IT Helpdesk, suppliers, contractors, cleaners</p>
QUALIFICATIONS	
<p>Essential: Diploma in business administration (or equivalent qualification)</p>	<p>Desirable:</p>
EXPERIENCE	
<p>Essential: Demonstrated ability to work or learn to work with aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream organisations.</p> <p>Demonstrated ability to provide professional, quality reception services.</p> <p>Demonstrated ability to effectively undertake general and office administration.</p> <p>Demonstrated ability to work independently and as part of a team.</p> <p>Current drivers licence.</p>	<p>Desirable: Experience working in a community based organisation.</p>



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KEY SELECTION CRITERIA	
QUALIFICATIONS	
Essential: 1. A minimum of 2 years' experience in providing reception services.	Desirable: 2. Experience in an Aboriginal Community Controlled, legal and/or community setting.
EXPERIENCE	
Essential: 3. Demonstrated knowledge and understanding of Victorian Aboriginal communities. 4. Maturity, flexibility and empathetic to the needs of Aboriginal victims and survivors of family violence, particularly women. 5. Demonstrated ability to provide professional, customer service focused reception services. 6. Demonstrated ability to effectively undertake general and office administration. 7. Reliable, friendly and team orientated. 8. Current drivers licence.	Desirable:
TECHNICAL COMPETENCIES	
9. Intermediate PC skills, including strong familiarity with MS suite of tools. 10. Demonstrated experience using reception phone systems.	
GENERIC COMPETENCIES	
11. Strong communication, assertiveness and negotiation skills. 12. Highly organised with ability to plan, prioritise and complete own work efficiently and accurately with minimal supervision.	
ACKNOWLEDGEMENT	
I acknowledge that I have received a copy of the Position Description and have read and understand its contents.	
Employee Signature: _____ Name: _____	Date: / /
Direct Manager Signature: _____ Name: _____	Date: / /



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HR MANAGER CHECKLIST	
<ul style="list-style-type: none"><input type="checkbox"/> Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.<input type="checkbox"/> Place one copy of completed form and any attachments on the employee's Performance File.<input type="checkbox"/> Retain original completed form and any attachments on the employee's Personnel File. <p>Initials: _____ Date: _____</p>	