

POSITION DESCRIPTION



JOB OUTLINE

POSITION TITLE Receptionist	DIVISION/GROUP Corporate and Community Services / Administration Section	DELEGATED AUTHORITY Nil	AUTHORISED BY Chief Executive Officer DATE: 14 September 2018
REPORTS TO Deputy CEO	POSITIONS REPORTING TO THIS ONE Nil	SPECIAL CONDITIONS • Nil.	

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ROLE RESPONSIBILITIES	WHAT SUCCESS WILL LOOK LIKE (Broad)
<ul style="list-style-type: none">• Respond to enquiries and requests from the general public and external agencies in a professional and timely manner in accordance with Council policies and procedures.• Provide administrative services including answering phones, incoming and outgoing mail, photocopying, booking appointments, providing referrals and information, and redirecting emails to appropriate staff members.• Maintain systems for managing Council Library resources.• Monitor office and kitchen supplies and prepare purchase orders for supplies.• Ensure kitchen and meeting room are clean including loading and unloading dishwashers.• Ensure meeting rooms are tidy and relevant equipment is in working order.• Support the CEO and the DCEO where required in carrying out administrative tasks including the preparation and distribution of Council Meeting documents.• Participate in and contribute in a positive way to regular team meetings and report on progress against agreed work plans.• Ensure documentation is filed in Records according to Council procedures and the Record Keeping Plan.• Contribute to ongoing improvement and review of administration systems and processes.• Other duties as directed.	<ul style="list-style-type: none">• Phone is answered in the prescribed manner, and calls are correctly routed to the appropriate officers.• Messages are accurately recorded and forwarded by email in a timely manner.• Over-the-counter payments are correctly receipted.• All inwards correspondence is correctly registered into the Shire's document management system and assigned to the correct document flow.• Library systems are maintained – books are correctly issued and overdue books are followed up.• Outward mail items are despatched through Australia Post in a timely manner, with appropriate documentation as required.• Office and kitchen supplies are maintained at appropriate levels.• Reception/library areas and meeting rooms are kept tidy.• Irregularities are reported to senior management so that remedial interventions can be initiated where required.• Administration systems are reviewed and improved.• All duties and tasks are carried out willingly, cheerfully and with utmost courtesy.

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OBJECTIVES

- To enhance the Shire’s reputation among the community and the general public by providing a very high level of customer service.
- To work as a cooperative and productive member of the finance and administration team by:
 - Ensuring that phone calls are correctly routed and that messages are accurately passed on in a timely and appropriate manner.
 - Correctly distributing inwards correspondence.
 - Ensuring that printers are kept full of paper and toner, and that other stationery materials are stocked at appropriate levels.
 - Fulfilling the role of Library Officer.
 - Providing support as required to other members of the team (eg. Envelope staffing, data entry, etc).
- To help maintain the Shire’s documents system, particularly with regard to those documents for which the officer is directly responsible, but also by assisting with the scanning and registration of documents as required.
- To assist in relation to preparation for meetings, venue bookings, and matters of protocol.
- To ensure that proper records are kept in relation to those functions for which the officer is responsible.

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Employee	Manager	CEO
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KEY ACCOUNTABILITIES

Key Accountability	Weighting (%)	Key Performance Indicators/Standards/Targets	Measures
Performance	30%	<ul style="list-style-type: none"> • All visitors are signed into and out of the building in the Visitors Register and issued with Visitor ID. • Appointments are made for persons requesting face-to-face meetings. • Inwards phone calls are answered in the prescribed manner, and correctly routed or otherwise dealt with. • Messages are accurately recorded in emails and forwarded to the appropriate officer in a timely manner. • Over-the-counter payments are receipted. • Library book exchanges are carried out. • Library and reception areas are kept tidy. • Meeting rooms are kept tidy, stocked with the meeting necessities and equipment. • Irregularities are reported to senior staff for remedial action. • Inward correspondence (including email) is correctly handled. 	<ul style="list-style-type: none"> • Visitors Register is kept up-to-date. • Receptionist becomes familiar with those who have regular business with the Shire (eg. Councillors, the Auditor, various government agencies). • Other callers are queried as to their business to ensure that: <ul style="list-style-type: none"> ○ Calls are routed to the most appropriate officer; and ○ Busy staff are protected from time-wasters such as cold-call salespersons. • Persons requesting face-to-face meetings have appointments scheduled with the appropriate officer(s) at appropriate times. • Messages are transmitted professionally by email (not on scraps of paper, post-it notes, etc). • Over-the counter payments are correctly receipted (seeking advice from the Senior Finance Officer (Revenue) or Manager of Finance is encouraged). • Messages include return phone numbers.

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KEY ACCOUNTABILITIES

			<ul style="list-style-type: none"> All corporate documents are correctly registered into the Shire's document management system and flowed to the correct officers. Junk mail is not registered.
Teamwork	20%	<ul style="list-style-type: none"> Work collaboratively with other Shire staff. Maintain a willingness to work with others in a productive and meaningful manner. Records are kept in accordance with the Shire's approved Record Keeping Plan and directives from the CEO. 	<ul style="list-style-type: none"> Assessed via observations of your line manager and comments from your peers. Records relating to the functions for which the officer is responsible are kept as required and are able to be located and retrieved when required.
Service Delivery	30%	<ul style="list-style-type: none"> Managers are provided with the information that they need to perform their functions and make well-informed decisions. 	<ul style="list-style-type: none"> DCEO receives monthly aged debtors trial balance, summary of payments made during previous month, and other reports as required. Non-conformances with our procedures are promptly reported to the Deputy CEO or CEO.
Compliance	20%	<ul style="list-style-type: none"> Ensure you operating in compliance with the Shire's Occupational Safety & Health (OSH) policies and procedures. Ensure compliance to the Shire's Record Keeping Plan (RKP). Ensure compliance to the Shire's Code of Conduct and Corporate Values. Ensure compliance to Shire Policies and CEO Directives. 	<ul style="list-style-type: none"> Review actual income and expenditure to budget allocations. OSH compliance. RKP compliance. Compliance to the Shire's Code of Conduct and Corporate Values. Compliance to Shire's policy manual and CEO Directives.

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TECHNICAL /FUNCTIONAL REQUIREMENTS

(Selection Criteria)

QUALIFICATIONS/CERTIFICATES	TECHNICAL AND SPECIALIST SKILLS/ KNOWLEDGE/EXPERIENCE	CONTACTS/WORKING RELATIONSHIPS
<p>Required:</p> <ul style="list-style-type: none"> • Relevant Experience. • Police Clearance. • Medical Certificate. • Good personal presentation. • A cheerful and pleasant disposition. <p>Desirable:</p>	<p>Required:</p> <ul style="list-style-type: none"> • Ability to follow directions and meet deadlines. • Ability to work in a team environment. • Well-developed interpersonal skills • Well-development computer skills • Well-developed understanding of OSH principles and procedures. • Have a “Can do” attitude. • WA Driver Licence C. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of indigenous culture. 	<ul style="list-style-type: none"> • Shire Staff and Contractors • Councillors. • Customers. • Ratepayers • General public • Government agencies

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BEHAVIOURAL COMPETENCIES

BEHAVIOURAL COMPETENCIES	REQUIRED (yes/no)	PRIORITY (H,M,L)	WEIGHTING
Conceptual Thinking – Considers how things fit together. Sees patterns or trends, makes the complex simple.	Y	L	
Acting Decisively - Takes action despite obstacles. Makes decisions quickly and in a crisis.	Y	M	5
Strategic Orientation – Understands, contributes to and aligns work/priorities to strategic business strategies.	Y	M	5
Focus on Improvement – Sets and works to meet stretching goals. Makes improvements to systems and own work methods.	Y	M	5
Impact and Influence – Knows own impact and able to persuade others and build alliances.	Y	M	5
Customer Service Orientation - Takes personal responsibility for customer satisfaction. Addresses customer needs.	Y	H	30
Leadership – Promotes team effectiveness. Facilitates involvement, removes roadblocks and shares a compelling vision.	Y	L	
Developing and Coaching Others – Gives guidance and feedback. Creates development opportunities and helps others to grow and develop.	Y	M	5
Self-Management – Knows own reactions and feelings, able to respond calmly and manage stress effectively, operates with honesty and integrity.	Y	H	15
Teamwork and Co-operation – Co-operates and participates positively in the team. Values and encourages others input.	Y	H	20
Commercial Acumen - Understands key business drivers and market place. Able to anticipate trends. Seeks to broaden own knowledge.	N		
Flexibility – Looks for alternatives, tries new methods, learns new skills and takes on different roles.	Y	H	10