

Vision

A cancer free future.

Statement of purpose

We are Australia's leading cancer charity uniting the community to reduce the impact of cancer.

Position description and person specification

Position title:	Receptionist	
Unit:	Support and Research	
Department:	Practical Services	
Location:	202 Greenhill Rd, Eastwood	
Manager:	Practical Services Manager	
Employment:		
Last updated:	May 2022	By whom: Practical Services Manager

Cancer Council SA

- has worked resolutely since 1928 to deliver cancer research, prevention, and support services.
- is the state's leading independent, cancer-related, non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives: research, prevention and support
- is uniquely positioned as a resource for action and a voice for change towards a cancer free future
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies.

Our core values are represented by 8 value statements:

CAN DO	STAKEHOLDER DRIVEN	HIGH PERFORMING	OPENNESS AND INTEGRITY
Innovation We look to the future Courage We are brave	Creating Value We deliver social impact Accountability We own our actions	Stretch We strive for success Excellence We are always improving	Openness We are respectful and supportive Integrity We are honest and trustworthy

Unit role and objectives

Support and Research

Cancer Council SA has an outstanding reputation for funding and delivering critical cancer research, prevention and support programs as well as a track record of successful advocacy. Its vision of a cancer free future is progressed through support for people impacted by cancer today and bold leadership to reduce the burden of cancer in the future.

The Support and Research Unit delivers evidence-based, quality supportive care services and programs that are sustainable, support the provision of optimal care and are accessible to all South Australians. The unit undertakes and funds high quality research across the continuum from biomedical to translational to population health approaches.

Position overview

Located at 202 Greenhill Road our brand new facility incorporates 120 rooms of guest accommodation and one level of corporate office space.

Receptionists will be responsible for all front desk operations including taking reservations, assisting with guest queries, processing travel subsidy forms, payment transactions and other general office duties as required. The ability to work in a team environment with flexible working hours is essential with the rostered hours to include weekdays, weekends and public holidays.

Being a unique style of accommodation and office space, this is a predominantly hands-on role and will be the face of Cancer Council SA!

Reporting relationships

This position reports to:	Practical Services Manager
Number of staff reporting to position:	Nil

Key accountabilities (outcome based)

Responsible for the efficient operation of front desk reception services, including but not limited to:

- Welcoming all guests and visitors delivering exceptional customer service. Orientating guests to site facilities, informing them of the various services available. Announce visitors ensuring their contact person is advised of their presence. All visitors and guests must be signed in.
- Answering all incoming phone calls professionally and with an empathetic approach. Taking bookings. Transferring calls to the appropriate area and delivering messages by email as required.
- The administration of reservations including bookings/arrivals/departures and the preparation of guest accounts utilising booking software (RMS).
- Administering individual state travel subsidy schemes including responding to guest queries and processing of payments.
- Liaising with key stakeholders regarding any guest requirements e.g. Housekeeping, Catering, Maintenance and Social Work.
- Observing guest activity, ensuring their needs are met and their stay is as comfortable as possible.
- Arranging support services such as Transport to Treatment, shopping trips and social work support.

- Processing of payment transactions, reconciliation of daily takings (Cash/EFTPOS) and banking
- Responding to on-site emergency situations by following procedures, including contacting emergency services as required.
- Maintaining and monitoring Key Cabinet and Key Register. Maintaining and programming access cards
- Monitor and maintain minimart supplies and undertaking regular stocktakes.
- Meal ordering and transport booking coordination. Including transport rostering.
- Preparing daily reports
- Arrange courier pickups and receive incoming deliveries (no bigger than A4 size) as required, and ensure all parcels sent by courier are despatched efficiently. Redirect large deliveries to the appropriate contact person.
- Ensure the reception procedure manual is updated monthly. Contribute to the enhancement of existing policies and procedures
- Undertake Night Duty Officer shift as required.
- General reception office duties and provide administrative support to alternate departments.
- Support and training new reception team members.

Protect your own health and safety and that of others by:

- Complying with and actively contribute to the development of organisational policy and safety systems.
- Following reasonable instructions and training and complying with organisational policy and safety systems.
- Identifying and reporting workplace hazards and incidents to their supervisor.
- Complying with Cancer Council SA's OHS&W policies and procedures.
- Provide a safe working environment for all staff (paid and voluntary), contractors and invitees.
- Ensure that your staff (paid and voluntary), contractors and invitees comply with policies and procedures as updated from time to time.

Special conditions

- The successful applicant must be a non-smoker.
- Intra/inter-state travel, out of hours and weekend work may be required
- Appointment will be subject to a satisfactory police check and may require a further Department of Human Services clearance.

Person specification (knowledge, skills and experience)

- Reception, accommodation and concierge experience
- Experience in working with a reservation system. Working knowledge of RMSCloud or similar is desirable.
- Flexibility to work various rostered shifts, including early mornings, late evenings and on weekends
- Must be highly organised, practice good time management, attention to detail and be able to multi task

- Exceptional customer service skills.
- Must enjoy guest interaction and have empathy for people undergoing medical treatment.
- Professional telephone manner and excellent standards of personal presentation.
- Ability to work unsupervised and as part of a team and at times under pressure.
- Ability to maintain confidentiality and deal sensitively with client feedback
- Ability to work within the boundaries of the role and escalate issues to senior staff to achieve optimal guest outcomes
- Competence in MS Outlook, Word and Excel.
- Integrity and commitment to ethical behaviour.

Signatories

Incumbent

Name: _____

Signature: _____

Date: _____

Manager

Name: _____

Signature: _____

Date: _____