

## Position Description

**Role/Department:** Receptionist  
**Role reports to:** Administration Coordinator  
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**Location:** North Ryde

**Classification/Level:**

<b>Our Vision and Organisation's Purpose</b>	
Communities collaborating to create opportunity and improve quality of life. We provide innovative services which support individuals, strengthen communities and enhance physical, social and emotional wellbeing.	
<b>Position Summary and Purpose</b>	
Act as the first point of contact for all visitors, clients and staff of New Horizons Enterprises. Perform Reception duties. Provide administrative and secretarial support.	
<b>Reporting lines and stakeholder relationships</b>	
<i>Internal</i> - Reports directly to the Administration Coordinator. Communicates positively with all members of the organisation.	
<i>External</i> - Regularly liaises with suppliers, couriers and visitors	
<b>Key Result Areas</b>	<b>1-5</b>
<p><b>Customer Service</b> - Provide a professional level of customer service by welcoming customers and visitors to New Horizons. Perform reception duties and respond to all enquiries in an appropriate timeframe. Develop strong working relationships with key stakeholder groups internally and externally.</p> <p><b>Administration</b> - Provide administrative support with responsibility for filing, scanning, archiving, ordering stationery and catering requirements, room set-ups, general maintenance of the Front Office and Kitchen areas. Perform other administration tasks as required.</p> <p><b>Data maintenance</b> - Document clear and concise records and maintain security/integrity of filing system.</p> <p><b>WHS &amp; Risk</b> - To help ensure the health, safety and welfare of self and others working in the business. Demonstrate and promote safe and healthy work practices at all times.</p>	
<b>Key Competencies</b>	
<ul style="list-style-type: none"> <li>• Strong written and verbal communication skills;</li> <li>• Highly developed customer service orientation;</li> <li>• Accuracy and attention to detail;</li> <li>• Ability to manage competing priorities according to agreed timeframes and quality;</li> <li>• Professional presentation and phone manner;</li> <li>• Ability to maintain confidentiality;</li> </ul>	
<b>Skills/Knowledge/Experience - Essential &amp; Desirable</b>	
<ul style="list-style-type: none"> <li>• Cert 111 in Administration and/or minimum 2 years demonstrated reception/administrative experience</li> <li>• Intermediate proficiency in Microsoft office packages</li> <li>• Australian Federal Police Check</li> <li>• Cert 111 in Administration- desirable</li> </ul>	