

POSITION DESCRIPTION



Department: Shared Services
Position: Receptionist and Administration Assistant
Position Level: CSW level 3
Reports to: Chief Financial Officer
Employment Specifics: Full-time, Ongoing

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.					
Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.					
Values:	Courage	Integrity	Choice	Innovation	Collaboration

POSITION OBJECTIVE

The Receptionist and Administration Assistant will be the first point of contact for Northside to assist the general public and clients with general program and venue hire enquiries, providing efficient customer service and administration support.

KEY RESPONSIBILITIES AND DUTIES

- Perform front office services for Northside Head Office, receiving and forwarding phone calls, greeting and assisting clients at the front desk and directing them to the appropriate program staff member as required.
- Venue Hire administration, including but not limited to:
 - answer general enquiries regarding Northside venues for hire
 - process venue hire bookings
 - raise invoices
 - process monthly direct debits for regular hirers
 - issue keys to hirers and explain the terms & conditions of hire requirements
- Provide general administration support to Northside including but not limited to daily collection and distribution of mail, prepare and deposit banking, assistance with preparation of bulk mail outs.
- Process Accounts Receivable transactions received at front office.
- Provide high quality and consistent customer service to all internal and external stakeholders and provide a climate of hospitality and welcome to clients and visitors by presenting a personal image of warmth, service and professionalism.

Reviewed by HR		Review Date	24/03/2021
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- General administration duties as required including filing and preparation of archives as required.
- Develop and maintain a firm understanding of Northside’s program services across all business segments.
- Resolve issues or complaints in a prompt and professional manner.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Demonstrated ability and experience in providing exceptional customer service.
2. Clear, effective communication skills – both written and oral.
3. Demonstrated ability to work collaboratively as part of a team, or independently, to prioritise and undertake duties.
4. Highly organised, professional, ethical and mature approach to work.
5. Highly flexible approach to work.
6. Computer administration experience or knowledge, including MS Excel and MS Word.
7. Experience in cash handling and preparation of banking.
8. Experience or knowledge in MYOB accounting software.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer
- Regular lifting, manual handling tasks

QUALIFICATIONS AND/OR TRAINING

- Associate diploma in Business Administration or similar field with relevant experience (minimum 1 year); or
- Relevant certificate in Business Administration or similar field with substantial relevant experience (minimum 3 years)

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			