

JOB TITLE:	Receptionist/Administration Assistant - Level 2	AWARD:	Social, Home Care and Disability Services Industry Award 2010
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THE DISABILITY TRUST

VISION

Creating an inclusive world built on trust, respect and equality, where people with a disability live the life they choose.

MISSION

The Disability Trust partners with people and their communities to support life enhancing opportunities for everyone to live, work and belong in an inclusive world.

VALUES

Our commitment to inclusion and choice is built and sustained by:

- Respect and Equality
- Trust and Honesty
- Creativity and Innovation
- Adaptability and Flexibility
- Tenacity and Resilience
- Partnership and Collaboration

THE SCOPE AND PURPOSE OF THE JOB

The Receptionist/Administration Assistant ensures that consumers, employees and members of the public are dealt with in a polite, friendly and efficient manner when contacting the organisation.

This position involves a wide range of administrative tasks, including reception and assisting management. Projecting a positive image of the organisation in all contexts is required at all times.

RESPONSIBILITIES AND DUTIES

ADMINISTRATION

- Provide reception duties including receiving guests and visitors to the organisation, and answering incoming telephone calls.
- Keep receipts of correspondence and money received (where applicable) and forward to the appropriate person. Maintain accurate records of all expenditure (where applicable).
- Maintain a well-equipped storage supply of office supplies and process stationary orders for the office.
- Undertake administrative tasks including typing, word processing, photocopying, collating and filing data entry.
- Attend meetings as required and assist with setting up where required.
- Ensure kitchen and common areas are kept clean and tidy.

TEAM

- Actively contribute to an effective team approach by maintaining a professional manner at all times, participating in training and meetings and following the Employee Code of Conduct.
- Participate in Performance Development meetings to identify ongoing training and support opportunities.

WORK HEALTH AND SAFETY

- Participate in employee consultation processes around The Disability Trust's Work Health and Safety Policy and relevant specific work practices.
- Undertake compulsory induction, WHS training and refreshers.
- Ensure all WHS instructions and Safe Working Procedures are followed including:
 - Comply with policy and training to ensure correct manual handling
 - Do not undertake any lifting against directions
 - Other safe working procedures as required
- Ensure workstation is set up correctly including screen height, position of chair and phone location.
- Be vigilant in monitoring individual work practices and report any concerns with respect to health and safety immediately to The Disability Trust.
- Report all hazards to supervisor promptly on appropriate form.
- Report all injuries promptly.
- Carry out all duties with diligence and due care for personal safety and the safety of others.
- Ensure safe usage of The Disability Trust's vehicles when required to drive.

INFORMATION TECHNOLOGY

- Utilise computer systems and software programs to ensure effective service delivery, communication and storage of information.

CORPORATE RESPONSIBILITIES

- Complete all compulsory training and submit all background checks to Human Resources before commencement of active shifts including updates as required.
- Display a commitment to the Mission, Vision and Values of The Disability Trust.
- Have a commitment to team work and contribute to the team and organisational performance.
- Ensure The Disability Trust Code of Conduct is adhered to at all times.
- Comply with all policies, procedures and work practices at all times.
- Ensure The National Standards for Disability Services are adhered to at all times.

CRITERIA

ESSENTIAL

- Pleasant telephone manner with experience operating a busy switchboard
- Dedicated to providing exceptional customer service
- Strong administrative skills including word processing, data entry, filing and photocopying
- Experience in the use of MS Word, Excel, Outlook and databases

- Experience in following and maintaining established office administrative systems
- Excellent communication skills
- Awareness and knowledge of confidentiality and privacy practices
- Valid Australian Driver's Licence
- A cleared Working with Children Check (WWCC)
- Working with Vulnerable People Card (ACT)
- Current National Criminal History Check (cleared within the last 12 months)

DESIRABLE

- Understanding the needs of people with a disability

PERSONAL QUALITIES

- Ability to collaborate with others to achieve common goals
- Positive "can-do" attitude
- High standards of personal integrity
- Being adaptable to changing circumstances and being able to prioritise work

PHYSICAL CRITERIA

- Standing for long periods of time
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Lifting up to 5kg-10kg
- Frequent bending at knees and/or hips

KEY PERFORMANCE INDICATORS

ADMINISTRATION

- Reception is covered at all possible times; all guests are greeted in a professional welcoming manner and are signed in at reception in accordance with emergency management procedure.
- All incoming calls on switchboard are answered within 3 rings and are transferred to the appropriate person.
- Documentation and money is forwarded in a timely manner, as per policy and procedure (where required).
- Stores are replenished in a timely manner and photocopiers are stocked with paper.
- Typed documents are proof read and spell checked to eliminate typing errors.
- Maintenance of spreadsheets is completed to the highest standard as per instruction given.
- Minute meetings when required using standardised documentation.
- Ensure all facilities are maintained at a professional standard.

TEAM

- Training is attended as identified in Annual Performance Development process.

WORK HEALTH AND SAFETY

- All WHS instructions and procedures are followed.
- A defined satisfactory outcome from an annual WHS audit of systems is obtained.
- It can be demonstrated that all employees have appropriate qualifications/ experience/ skills for the tasks they are undertaking.
- Supervision and support to follow safe practices is available to employees.

INFORMATION TECHNOLOGY

- Effectively performs all necessary tasks using internal and external electronic systems and software.