



metro assist

POSITION DESCRIPTION

Position Title	Receptionist/Customer Service Worker
Employment Status	Part Time Fixed Term (21 hours per week)
SCHCADS Award	SCHCADS Award Level 2 plus superannuation and salary packaging options
Reporting to	Site Manager/Corporate Service Manager
Directly Supervising	Volunteers & Students on placement
Work Area	Canterbury-Bankstown, Inner-Sydney and Inner-Western Sydney areas
Office location	Campsie with occasional deployment to other site offices
Date Prepared/Updated	August 2017

Position Summary

The position oversees day to day front office duties of Metro Assist Campsie Head Office and contributes towards effective service delivery by providing a superior standard of and efficient customer service to clients, visitors and staff of the organisation.

Conditions

Employment for this position is subject to a Working with Children and Police check

Core Requirements

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES	WEIGHTING
<i>Vision, Mission, Values</i>	<ul style="list-style-type: none"> Working knowledge of the Metro Assist's Vision, Mission, Values, client requirements and the community context. General knowledge of administrative functions within the organisation, services and referral agencies/partner organisation 	<ul style="list-style-type: none"> Understands and articulates significance of Centre's Vision and Mission and follow organisational values in day to day work. Make effective contact across the sites for program information collection and dissemination Feedback from client surveys and stakeholders is positive. 	N/A
<i>Leadership / Teamwork</i>	<ul style="list-style-type: none"> Able to work with minimal supervision and escalates issues as appropriate. Works collaboratively with team members and Identifies areas of change for team improvements. Shows by example a high level of motivation and sustained discipline to provide effective customer service to clients Provides guidance to volunteers/students on work placement Participates in providing solutions to problems associated with specific areas of responsibility. 	<ul style="list-style-type: none"> Adheres to timeframe and makes timely responses to team issues. Feedback from team members and supervisor Demonstrates initiative and participates in team problem-solving. Attendance and contribution to Staff meetings, Admin meeting and other regular meetings of relevance to the Administration 	8%

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES	WEIGHTING
<i>Interpersonal Skills / Communication</i>	<ul style="list-style-type: none"> • Deals regularly with correspondence or enquiries from clients, suppliers or external organisations. • Able to resolve conflict with assistance. • Uses positive engaging techniques while dealing with clients and staff • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Is aware of organisational protocols relating to conflict resolution and follow when required. • Is able to show empathy and use assertive and listening skills while dealing with clients and staff • Feedback from internal and external stakeholders. 	N/A
<i>Continuous Improvement / Quality</i>	<ul style="list-style-type: none"> • Suggests changes to improve quality in own work area and makes agreed changes. • Identifies opportunities for improvement and suggests amendments to documentation. 	<ul style="list-style-type: none"> • Identifies and recommends changes to procedures, protocols and work systems, both internally and across relevant sites • Contributes to discussions around administrative practices and trends. • Attends training and workshops and keep work knowledge up to date 	N/A
<i>Practices / Safety / Standards</i>	<ul style="list-style-type: none"> • Adheres to Metro Assist Policies and procedures, service delivery standards, staff code of conduct, and all relevant government legislation (eg, WH&S) and relevant standards. • Adopts a professional approach to practice including general accountability and WH&S. • Take part in relevant WHS initiatives and processes in relation to emergency response, duress alarm, managing client behaviours etc. 	<ul style="list-style-type: none"> • Is conversant with Centre's policies and procedures, codes of conduct and relevant legislation and safe work practices and applies the polices effectively in own practice • Fulfil the role in accordance with WHS Committee Terms of Reference /Metro Assist policy and procedures and effectively apply safe work practices at the site office. • Feedback from clients and stakeholders 	3%

Functional Requirements

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES	
Front office duties /Customer Service	<ul style="list-style-type: none"> • Cover day to day reception duties, meet and greet visitors and handle front office enquiries • Answer incoming calls and handle messages in a prompt, courteous and professional manner • Manage client appointments for caseworkers • Provide accurate and relevant information about the centre services and related information to the clients • Builds knowledge on cultural and social differences of our client and deals in a culturally appropriate and respectful manner. • Maintain a high standard of customer service and seek to consistently deliver positive customer service experiences 	<ul style="list-style-type: none"> • Reception area is covered all the time • Positive client and staff feedback • Client booking system well managed • Kept knowledge up to date about the centre's services • Applies cultural understanding in day-to-day work with clients. • Positive client feedback 	75%
Facility Booking Management	<ul style="list-style-type: none"> • Oversees the meeting room/interview room booking and provide administrative support as and when required 	<ul style="list-style-type: none"> • Room booking is well managed and room users and informed and supported. 	5%
Records Management	<ul style="list-style-type: none"> • Assists in the development of filing and record keeping systems • Maintains reception manual, electronic filing system and database • Manage mail-in, mail out • Manage telephone diaries and extension list 	<ul style="list-style-type: none"> • Maintain Office File Management System • Maintain files and supplier, client, EAPA & Foodbank database • Correspondence register is maintained • Staff extension list are updated 	10%

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES	
<i>Administrative responsibilities /</i>	<ul style="list-style-type: none"> • Assists with the implementation of administrative procedures in accordance with Metro Assist policy and procedures • Provide basic administrative support in maintaining kitchen, receipt of deliveries, mailing, photocopy machine troubleshooting etc. 	<ul style="list-style-type: none"> • Policies and procedures are implemented • Relevant administrative duties are fulfilled 	10%
<i>Special tasks/Support function</i>	<ul style="list-style-type: none"> • As and when required by the supervisor/Manager work on specific project/event related to the core functions. 	<ul style="list-style-type: none"> • Satisfactory completion of tasks/role within defined Scope, specification, time frames and budget. 	2%

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist's policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist should be reported to your immediate supervisor.

Relationships

Internal

With:	Purpose
1. Site or Immediate Supervisor	1. Day to day supervision and direction on site management issues, Approval of expenses, purchase orders
2. Manager Corporate Service	2. Direction on establishing new systems & organisation wide policies and procedures, approval of yearly site related admin expenses
3. Bookkeeper/Account Support	3. For petty cash reimbursements, staff timesheets and payment requisitions
4. Administration Officer	4. Liaise on IT, EAPA and organisation admin matters and organisation wide events.
5. Site Staff	5. Client booking, room booking, Admin support, trouble-shooting, time-sheet and payment requisition coordination

External

With:	Purpose
1. IT Contractor (Far Edge)	1. To oversee the site related issues on IT
2. Cleaning Contractor)	2. To maintain the cleanliness of the office
3. Suppliers	3. For repair and maintenance, order supplies

Date Prepared/Updated *2 August 2017*

Approved *Board of Directors 2 August 2017*

Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____