

Position title	Receptionist / Administration Assistant
Employee name	Vacant
Department/Service	Administration
Location	Thurgoona
Position reports to	Executive Assistant to Chief Executive Officer
Positions reporting to this role	N/A
Financial delegation	N/A
Budget accountability	N/A
Employment basis	Full Time

Work Environment (e.g. Office based, Residential based, Community based)
The Customer Service Receptionist role is based at Mercy Connect Corporate Office in Thurgoona.

Mercy Connect Values	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

Role Purpose	<p>Mercy Connect's Receptionist / Administration Assistant is generally the first point of contact with the public, workers, and people with a disability. As such it is essential that they are pleasant, courteous, highly professional, and able to interact with a wide and diverse customer group.</p> <p>The Receptionist / Administration Assistant will require a high level of understanding of the organisation's operations and services in order to resolve enquiries and issues in a responsive and efficient manner. This position will also provide support to the Executive Leadership team in general administrative functions and tasks.</p>
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<p>Key Selection Criteria Essential</p>	<ul style="list-style-type: none"> • A strong sense of trust and a high level of confidentiality and integrity. • The flexibility and desire to take on miscellaneous tasks as they arise. • A strong confident communication style and the ability to interface professionally at all levels with staff and external parties – face to face, via email and phone. • A strong sense of accountability and ability to take ownership of tasks. • Strong attention to detail and organisational skills to meet deadlines. • Capacity to build and maintain collaborative working relationships with others. • Ability to work independently and contribute effectively as a team member to achieve goals. • Strong organisational and time management skills with an ability to prioritise and manage workload, meet deadlines and adapt to changing circumstances. • Ability to identify issues and propose solutions. • Proficiency using Microsoft Office Programs and other relevant database programs. • Ability to comply with and uphold Mercy Connect's values.
<p>Experience and qualifications</p>	<ul style="list-style-type: none"> • Cert III / IV in Administration and/or equivalent skills and experience.
<p>Key Selection Criteria Desirable</p>	<ul style="list-style-type: none"> • Experience in implementation of new systems and processes. • Experience working with working with people with a disability or similar environment will be well regarded.
<p>Other requirements of the role</p>	<ul style="list-style-type: none"> • NDIS Worker Screening Check • NSW Working with Children Check

Role Priorities

<p>Role Priority 1: Act as the first point of contact to internal and external customers and provide effective and professional frontline service which is aligned to Mercy Connect's values.</p>	
<p>Behavioural Guidelines</p>	<p>Evidence (KPI)</p>
<p>Reception responsibilities are met in accordance with customer expectations.</p>	<ul style="list-style-type: none"> • Reception area is maintained in a tidy and professional state at all times. • Efficient recording and distribution of messages and mail to appropriate staff. • Visitors are greeted and directed appropriately. • Reception and Enquiries email box is checked and responded to on a daily basis. • All enquiries are professionally and accurately responded to in a timely manner. • Security protocols are followed at all times. • Confidential information is securely stored.

Ensure customer's needs are met by understanding Mercy Connect's services and programs so that an accurate response or direction for enquiries is provided.	<ul style="list-style-type: none"> • Informs visitors by answering or referring enquiries to appropriate departments. • Customer queries resolved within agreed timeframes and to the satisfaction of the customer.
Demonstrate initiative to identify and resolve problems within own work area and recommend solutions to delivering a more effective service to others.	<ul style="list-style-type: none"> • Actively seeks out solutions to identified problems. • Appropriate action is taken to resolve conflict. • Concerns are escalated as required.
Deliver quality service to all stakeholders by continuously developing own knowledge and capability through training, research and seeking out other professional growth opportunities.	<ul style="list-style-type: none"> • Participate in relevant training and development opportunities as an effective team member. • Adhere to all Mercy Connect policies and procedures. • Identify other opportunities for professional development.

Role Priority 2: Promote a positive and collaborative team environment by actively contributing to the delivery and maintenance of high quality supports.	
Behavioural Guidelines	Evidence (KPI)
Anticipate and manage the needs of employees by ensuring adequate supplies of consumables, such as stationery, printer and kitchen supplies.	<ul style="list-style-type: none"> • Stationery and equipment ordering system is maintained. • Receipt financial transactions through Square terminal. • Monitor reception purchasing cards and ensure they are kept securely.
Comply with the effectiveness of Mercy Connect's records management procedures and policies by ensuring all are routinely followed and implemented correctly.	<ul style="list-style-type: none"> • Records are maintained in a confidential manner. • Record Inventory database maintained for preparation of off-site storage. • Records for archiving are correctly labelled, recorded and stored. • All employee information is stored securely. • All Mercy Connect information is treated confidentially.
Recommend opportunities for improvements to your direct Manager which will enhance the customer experience.	<ul style="list-style-type: none"> • Improvements are implemented in consultation with employees.
Build trusting relationships with all levels of staff.	<ul style="list-style-type: none"> • Support provided to the satisfaction of stakeholders. • Solutions delivered within agreed timeframes. • Staff and team feedback.
Promote collaborative behaviours within the Mercy Connect teams	<ul style="list-style-type: none"> • Active contribution to team goals, providing guidance and input as expected. • Demonstration of Mercy Connect values. • Management and peer feedback

Role Priority 3: Provide administration support to various internal departments by collating, processing and escalating frontline requests for support, equipment and / or services.	
Behavioural Guidelines	Evidence (KPI)
Liaise with the ICT team and other relevant stakeholders in the provision of ICT equipment and support to the frontline.	<ul style="list-style-type: none"> ICT informed of equipment issues raised by frontline staff. ICT supplies are ordered and in stock as required.
Monitor and / or assist with reporting of building maintenance issues to ensure all reportable corporate or property issues are actioned in an appropriate time.	<ul style="list-style-type: none"> FM Clarity reports completed within agreed timeframes. Escalation of outstanding reports and / or issues.
Monitor and organise motor vehicles scheduling that will assist in compliance and availability for participants and business activities.	<ul style="list-style-type: none"> Motor vehicles are available when requested for participant and business activities, including weekends. Motor vehicle booking database is accurate and current. Assist in motor vehicle insurance claims.
Ensure motor vehicles are maintained for suitability of transporting participants and business activities.	<ul style="list-style-type: none"> Liaise with Fleet Management provider regarding maintenance and checklists in a timely manner. All issues are reported directly to the appropriate managers. Maintain fleet cleaning schedule.
Assist the People and Culture team with the collation and processing of requests for WHS related supplies, including but not limited to PPE and First Aid supplies.	<ul style="list-style-type: none"> Collate requests for PPE and prepare for distribution. First Aid supplies are ordered as requested.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: