



**BANKSIA  
VILLAGES**

**BROULEE**

## **POSITION DESCRIPTION**

### Retirement Living and Administration Receptionist

**1. POSITION OBJECTIVES & SCOPE**

To provide friendly, professional and timely service and assistance to residents, clients and internal stakeholders, and ensure the smooth operation of reception services.

**2. SCOPE**

The receptionist is a general administrative support and customer service focused role. The receptionist also acts as a liaison point between staff, residents and clients.

**3. REPORTING**

The position of Receptionist reports to Village Manager.

**4. DUTIES & RESPONSIBILITIES**

4.1 Reception

Main activities

- Answer and/or direct telephone, electronic and in person enquiries.
- Meet and greet visitors.
- Maintain communication channels with residents and clients.
- Distribute mail and other correspondence to village resident letter boxes daily.
- Prepare and distribute village resident notices, either electronically or to letter boxes, as required.
- Monitor vacant villa letters boxes weekly.
- Maintain village resident records, including phone, email, emergency contacts.
- Monitor village centre noticeboards weekly and update notices as required.
- Collate, print and distribute monthly village resident newsletter, including liaison with resident editor.
- Respond to prospective village enquires, including update of wait list following enquiry and/or client communication and schedule appointments with Village Manager.
- Maintain service agreement register, including licensing, insurance and police check requirements and advise relevant manager when service agreement is three months from expiry.
- Maintain resident absentee list and distribute accordingly.

- Manage village centre bookings for internal and external groups. Maintain village centre user register, including contact details, conditions of use, public liability insurance.
- Maintain bookings for administration boardroom.
- Maintain village volunteer bus driver register, including licencing, driving record and police check requirements. Liaise with bus convenor and drivers regarding for timetables, sign in sheets and vehicle checklists. Report any incidents and damage to maintenance and management.
- Submit maintenance requests on behalf of residents and internal stakeholders as requested.
- Maintain stationery supplies, including monitoring supply levels and ordering.
- General administrative support including drafting of letters, processing of mail, maintenance of registers, photocopying, filing and record keeping.

#### 4.2 General Duties

##### Main Activities

- Other duties as directed that are within the employee's skill level that are consistent with the scope of the position and relevant level of the EA (see 7.2).
- Attend mandatory staff meetings and training.

## 5. KNOWLEDGE SKILLS & ATTRIBUTES

### 5.1 Knowledge

- Microsoft Office software

### 5.2 Skills

- Highly developed customer service with the ability to relate positively to people in a diversity of circumstances
- Highly developed administrative skills
- Highly developed computer skills
- Strong verbal and interpersonal skills
- Ability to work independently and as part of a team
- Highly developed time management skills with the ability to prioritise tasks and work to a deadline

### 5.3 Attributes

- Honest, trustworthy and reliable
- Punctual and well presented
- Able to maintain a high level of confidentiality and discretion
- Ability to be empathetic, calm and understanding when dealing with residents, clients and colleagues

## 6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

### 6.1 Qualifications

- Year 10 certificate (essential)
- Certificate III (or higher) in administration, business or similar (desired)

### 6.2 Experience

- Minimum 2 years' experience in a customer service role (essential)
- Proven experience and accuracy in administration activities (essential)
- Experience and/or knowledge of the aged care sector (desired)

### 6.3 Other Requirements

- Successfully pass a National Police Check and maintain professional suitability
- Successfully pass a pre-employment physical assessment and maintain physical ability to perform inherent duties of the role

## 7. WORKING CONDITIONS

### 7.1 Hours of Work

30 – 45 hours per fortnight

All work will be performed between the hours of 9am and 5pm, Monday to Friday.

This is a job share position. There is a need for some flexibility in hours in negotiation with the other incumbent/s. Hours and days of work are subject to change in accordance with operational requirements.

### 7.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSWNMA and HSU Enterprise Agreement 2017-2020. The following classification will apply;

Clerical & Administrative Employee

Pay rates:

Classification	First pay after 1/7/2021
Clerical & Admin Grade 3	\$27.66

This is a permanent part-time position.

Salary packaging arrangements are available for this position.

## 8. PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

### **Performance Measurement**

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Customer service	1. Customer service  2. Internal customer service	Ability to politely, consistently and competently deal with resident and client enquiries by phone, in person or electronically.  Ability to identify and escalate matters internally where required.  Ability to complete assigned tasks, liaise and work with others and willingness to uphold teamwork and positive workplace relations.
2. Administrative		Ability to complete allocated administrative tasks in a time efficient, accurate and complete manner.
3. Employee behavior	1. Attendance and reliability  2. Teamwork  3. Company values and policies	Extent to which the employee has maintained good attendance, been reliable and punctual.  Extent to which the employee has contributed to the output and performance of the team and level of willingness to respond to and support others.  Extent to which the employee has embraced and behaved in accordance with company values.
2. WH&S		Extent to which the employee has acted in accordance with common and organizationally specific WH & S principles and procedures

**Assessment**

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management may complete a file note relating to this position.

Assessment will be conducted by the Village Manager and reviewed by the HRM. The review meeting will be conducted in accordance with approved policy.

**Review Cycle**

Performance will be reviewed after an initial period of employment of 3 months, then at 12 month intervals.

**Self-Assessment**

Self-assessment will be requested if deemed required by management.

**9. REVIEW**

This job description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.