

POSITION DESCRIPTION

Receptionist - Trainee

Position title: Receptionist
Reports to: Senior Finance Officer and Manager
Direct reports: Nil
Salary: Social, Community, Home Care and Disability Services Industry Award – School-Based Trainee
Location: The position is located with Graham House Community Centre at 21 Taylor Street Murgon.

Primary purpose: To enhance Graham House Community Centre's role and position within the community by serving as the face of Graham House.

Roles and Responsibilities

Responsible for coordination of Centre based Activities & Centre administration including providing a welcoming atmosphere inclusive of all people coming into the centre and communicating effectively with clients.

Reception	Success in this role means
<ul style="list-style-type: none"> ✦ Greet people entering the building, answering any questions, providing directions and alerting staff when someone is there to meet or visit them ✦ Answer telephone calls, route them to the appropriate extension or take accurate messages and deliver them promptly ✦ Maintain accurate records of reception interactions for statistical purposes 	<p>Clients are greeted cheerfully as they enter the building and assistance offered</p> <p>Clients are assisted in a pleasant, professional, and culturally sensitive manner</p> <p>Phone calls are not left to go to message bank</p> <p>Staff receive all the information they require to respond to messages</p> <p>Clients will be confident that their messages are passed on</p> <p>Every client interaction is recorded correctly</p>

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✦ Manage the log of who is entering and exiting the building	All visitors will fill in the sign-in book
✦ Manage incoming and outgoing mail, and maintain the mail register	All mail will be recorded

Presentation of Premises	Success in this role means
<ul style="list-style-type: none"> ✦ Maintain the reception area, keeping it clean and free of clutter ✦ Maintain interview and meeting rooms ie. check supplies, clean rooms, set up chairs, tables, drinks as required ✦ Check and maintain staff kitchen supplies ✦ Clean & tidy admin area and foyer ✦ Clean & tidy community kitchen area ✦ Clean & tidy public toilet facilities 	<p>All public areas will be clean and tidy when visitors to the Centre enter them</p> <p>Rooms will be set up ready for use by room hirers</p>

Administration	Success in this role means
<ul style="list-style-type: none"> ✦ Shredding (Remove & Replace Shredder Bag when required) ✦ Filing and data entry as requested ✦ Maintain Flyers & Referral Resources ✦ Maintaining information boards within the Centre ✦ Take Room hire booking and maintain Room Hire agreements 	<p>Administration tasks will be completed accurately and in a timely manner</p> <p>Flyer display boards will always be fully stocked</p> <p>Posters will be current; out-of-date information will be removed</p>

Other	Success in this role means
✦ Undertake any other duties as required or directed by Management	You will be willing to attempt all reasonable tasks

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<ul style="list-style-type: none"> ✦ Work in accordance with the Graham House Community Centre Policy and Procedures and management practices. ✦ Maintain confidentiality with client and staff information at all times. ✦ Work cooperatively with other Graham House staff members and as part of a team ✦ Comply with all WH&S requirements. 	<p>You will be familiar with Graham House policies and procedures</p> <p>Information about clients and staff will never be divulged outside the appropriate work setting</p> <p>You will foster positive relationships with other staff</p> <p>You will work in a safe manner.</p>
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Authority

No direct reports to this position.

No financial delegation or authority is attached to this position.

Qualifications/Skills Required:

1. Enthusiastic, friendly, polite, patient, flexible, good attention to detail, professional presentation;
2. Ability to communicate effectively with managers, staff members, clients and a range of community and government stakeholders both verbally and through written media such as emails;
3. Excellent time management, organization and problem solving skills;
4. Ability to prioritize tasks and ensure that all tasks are completed in a timely manner;
5. Ability to remain calm, adapt quickly to changing demands and manage stress effectively;
6. Computer and associated software skills.