



POSITION DESCRIPTION

Position:	Receptionist
Dated:	November 2023
Department:	Corporate Services
Reporting To:	Corporate Services Coordinator
Subordinates:	Nil
Classification:	Officer/Operator/Trade

PRIMARY OBJECTIVE:

The position is responsible for providing excellent customer service, as a first point of contact between Council and the Community. The role is also required to provide administrative support to other staff. The Visitor Information Centre is a function of Council and forms part of reception duties.

SPECIFIC DUTIES:

1. Perform various administrative tasks and follow procedures as per the current **Front Desk Procedure Manual**.
2. Receive enquiries in person, via email and over the phone and ensure resolution to these enquiries has been suitably addressed.
3. Perform the functions of Cashier by receipting payments as per current procedures.
4. Send and receive all council mail and process as per procedures.
5. Assist people with obtaining information in the capacity of a visitor information centre.
6. Perform "end of day" procedure and ensure banking is deposited in a timely manner.
7. Maintain stationery and kitchen supplies.
8. Coordinate hiring of Council owned facilities and equipment and maintain records accordingly.
9. Assist the Development Services Department with enquiries and processing of applications.
10. Assist with record keeping.
11. Coordinate staff business travel arrangements as requested e.g.: air travel, car hire and accommodation.
12. Perform other administrative tasks as directed.

LEVEL OF ACCOUNTABILITY:

The position reports directly to the Corporate Services Coordinator although there may be times where instruction can be provided by other staff.

At times, advice is to be sought from other staff for the benefit of an enquirer, either internal or external. A high level of confidentiality is required for this role.

ORGANISATIONAL RELATIONSHIP:

The role works equally with internal and external parties.

KNOWLEDGE, SKILLS AND EXPERIENCE:

1. Excellent communication skills including an ability to negotiate and resolve conflict.
2. Effective organisational skills and the ability to prioritise tasks.
3. Experience in a customer service role and ideally an administrative role.
4. Ability to take direction and follow established systems, processes and procedures.
5. High level of competency in use the Microsoft Suite of programs. A minimum of Certificate II level qualification in administration or the willingness to obtain.
6. A high level of attention to detail, particularly as it relates to receiving monies, taking bookings, recording of messages.