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# Position Description

## *Receptionist Dandenong*

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### Context

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#### THE AGENCY

##### **ADEC**

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

##### **Vision**

*Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.*

##### **Mission**

*The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.*

#### ADMINISTRATION DEPARTMENT

The Administration Department is responsible for coordinating all internal staff administration, infrastructure and organisational development, Marketing, Quality and Compliance (Q&C), Communications and IT (IT), and Human Resources (HR) functions within ADEC.

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### Position

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#### ROLE

The Receptionist supports the Administration Officer Dandenong and provides communication support to ADEC staff. The Receptionist is also the public face of ADEC and the quality and interaction of the incumbent will accordingly have a significant influence on how clients and visitors perceive ADEC as an organisation.

#### DUTIES AND RESPONSIBILITIES

Reception duties:

- Provide clients and service providers with information regarding ADEC services.
- Keep a safe and clean reception area by complying with procedures, rules, and regulations.
- Ensure that all staff receive information (mail, emails, and telephone calls) that they require to perform their tasks efficiently and effectively.
- Notify staff of visitor arrivals and inform visitors by answering or referring inquiries.
- Operate the office security and telecommunications system.

Assist the Administration Officer Dandenong to:

- Post and receive mail, and maintain a mail register.
- Maintain employee and office directories.
- Coordinate staff diaries and room bookings through the Outlook Calendar.

Deputize for the Administration Officer Dandenong or stand in for that person when they are on leave or otherwise unable to be present in the workplace. This duty implies a willingness to work additional hours when requested if it is possible to do so.

Other duties as required by the Administration Officer Dandenong.

#### KEY PERFORMANCE INDICATORS

The Receptionist's performance will be measured against the following indicators:

- Standard of 'front of house' presentation.
- Level of support to the Administration Officer Dandenong and to ADEC staff.
- Meeting the timelines of duties and quality of product as required.

#### KEY SELECTION CRITERIA

##### **Essential**

Understanding and commitment to the objectives and values of ADEC, and the capacity to represent ADEC views as required.

An ability to interact proactively with management and staff at all levels of the organisation in the resolution of administrative support issues.

Well-developed computer skills, including MS Office and database experience.

Familiarity with telephone systems.

Ability to work within guidelines and procedures.

Ability to communicate with a variety of people from different cultures.

Previous experience of working with standard office systems and procedures.

##### **Desirable**

Previous experience in a similar role or in customer services roles.

Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

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#### **Employment Terms and Conditions**

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#### AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 2. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

#### ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.
- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.