# ACD Virtual Receptionist

The Virtual Receptionist provides professional and efficient customer support service.

As the first point of contact for callers to ACD, you will provide a welcoming and professional service to families of children with disability and professionals working with children with disabilities.

The Virtual Receptionist will work from home and will be available to provide services during normal business hours. Monday to Friday 9:00am – 5:00pm EST, excluding public holidays.

ACD will pay compensation to you for your services at a rate of $1600 per calendar month for answering up to 200 telephone calls per calendar month. Calls during a calendar month that are in excess of 200 will be paid at a rate of $6 per call. This will require you to have your own ABN number to allow for invoicing and payment.

## About ACD

ACD is the leading organisation advocating for children with disability and their families in Victoria. We are a not-for-profit organisation led by and for families.

Our vision is for children with disability and their families to have the same rights and opportunities as other children and families.

We **empower** families with knowledge, skills and confidence to achieve the best for their children.

We **advocate** for children with disability and their families.

We **educate** service providers, professionals and the community to be inclusive of children with disability and to work in partnership with families.

We **influence** government and public policy to advance the rights of children with disability and their families.

## Summary

ACD works with families and professionals across Victoria, supporting children with disability aged 0 to 18.

The Virtual Receptionist will respond to all incoming calls to the organisation via our 3CX VOIP phone system.

## Key Deliverables

1. Be the first point of contact for all callers to ACD, providing a warm phone manner.
2. Listen and empathize with the caller to identify their current advocacy issue.
3. Document intake information from callers and enter the information into the Client Contacts Spreadsheet via Google Documents spreadsheet.
4. Transfer phone calls via 3CX VOIP phone system to ACD staff members as required.
5. Take messages for ACD staff and email messages to the relevant staff member.
6. Inform Support Manager of priority calls in a timely manner.
7. Be available to provide services during normal business hours. Monday to Friday 9:00am – 5:00pm EST, excluding public holidays.

## Required Skills

1. Excellent communication and interpersonal skills with the ability to provide positive customer service to families.
2. Demonstrated professional experience as a Receptionist or similar role.
3. Understanding of principles and legislation covering confidentiality, privacy and OH&S.
4. Good IT skills, including up-to-date knowledge of MS Office suite
5. Demonstrated organisational skills and initiative.
6. Desirable - lived experience as a person with disability or experience as a family member of a child with disability.
7. Desirable – 3CX VOIP Phone System experience.

## General Requirements

Right to work in Australia.

Successful child safety screening and assessment, including Police Record Check, Working with Children Check and referee checks.

Demonstrate a commitment to ACD’s vision and mission and comply with Code of Conduct.

Comply with ACD policy and procedures.

Provide own IT equipment.