

Reception / Administration Officer (Part-Time)

33 hours per fortnight | 3 days | 9:15am – 3:15pm

Location: The Hills District, NSW

Empowering Communities to Thrive

Hills Community Aid is a trusted local not-for-profit supporting individuals and families across The Hills District.

We believe in practical support delivered with compassion. We believe in community. And we believe in empowering communities to thrive.

We are seeking a Front Desk / Administration Officer who shares these values and has the experience of working in a busy reception and supporting vulnerable clients.

About the Role

This is more than a reception role. You are the first point of contact for people who may be experiencing financial stress, isolation, crisis, or uncertainty.

Your warmth, professionalism and calm approach will set the tone for every interaction.

Key Responsibilities

Front Desk & Client Support

- Act as Lead Receptionist and first point of contact for all phone and face-to-face enquiries
- Support clients experiencing financial hardship, homelessness, domestic violence or distress with empathy and professionalism
- Open and close the office as rostered
- Provide detailed information about Financial Inclusion and other Hills Community Aid programs
- Respond to detailed loan and financial support enquiries and assess initial eligibility
- Send and explain application forms, statutory declarations and required documentation
- Assist clients with limited literacy, limited digital skills or limited English (including use of TIS Interpreter Service)
- Triage enquiries, redirect calls appropriately and provide referrals where clients are ineligible
- Coordinate consistently with job-share colleague to ensure seamless reception coverage
- Maintain accurate client files and databases

Financial Inclusion Administrative Support

- Provide extensive administrative support to the Financial Inclusion team
 - Manage incoming loan and financial support enquiries
 - Explain application processes and troubleshoot client questions
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Office & Administration Management

- Coordinate the phone systems, internet services and printer support
 - Liaise with IT providers, landlord/facilities and security services
 - Coordinate incoming and outgoing mail
 - Order office supplies
 - Submit payable invoices and assist with reconciliation queries
 - Arrange catering, flowers and event logistics
 - Perform ad hoc administrative support for the Executive Officer and Board
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Community Bus Program Coordination

- Coordinate all Community Bus bookings and hire agreements, including agreements
 - Oversee vehicle maintenance, insurance renewals and Heavy Vehicle Inspections
 - Coordinate vehicle modifications where required
 - Recruit, induct and support volunteer drivers
 - Maintain good communication with bus hirers and drivers
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Volunteer Support & Training

- Induct and train new staff and volunteers in Reception duties
 - Support the ongoing development of training materials and procedures
 - Provide ongoing support and communication to reception volunteers
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About You

You understand that community work requires both efficiency and heart.

Essential

- **Minimum 2 years' experience in a reception or front desk role**
- Demonstrated experience providing excellent customer service

- Strong communication skills with the ability to engage respectfully with vulnerable community members
 - Strong computer skills including Google Workspace
 - Experience using client management databases
 - High attention to detail and organisational skills
 - Ability to manage competing priorities in a busy environment
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Employment Conditions

- SCHADS Award – Level 2.1
 - Part-time: 33 hours per fortnight
 - 3 days per week | 9:15am – 3:15pm
 - Access to salary packaging benefits (Fringe Benefits Tax exemption available to not-for-profit organisations)
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Mandatory Requirements

- Current Working With Children Check (WWCC)
 - National Police Check (no older than 3 months)
 - Right to work in Australia
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Equal Employment Opportunity

Hills Community Aid is committed to building a diverse and inclusive workforce. We welcome applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people with disability, and people of all ages and genders.

How to Apply

Please submit your resume and a cover letter outlining your experience and why this role aligns with your values to:

Mici Beer - Executive Officer - micib@hca.org.au
