

POSITION DESCRIPTION

Title:	Reception & Administration Officer
Classification:	Social, Community, Home Care and Disability Services Industry Award. Services (Level 1 -2 dependent upon experience and qualifications of successful applicant)
Term:	Ongoing
EFT:	Flexible (0.6 – 1.0)
Location:	26-28 Tarwin Street, Morwell, 3840.

REPORTING STRUCTURE

Reports to: Coordinator Business Services (for day-to-day supervision responsibilities)
Direct reports: NIL (Overarching line management accountability, formal performance processes and sign-off responsibilities remain with the Manager Business Services and Finance)

ORGANISATIONAL CONTEXT

Gippsland Multicultural Services (GMS) is a community-based organisation that provides a range of support services to migrant, refugee and culturally and linguistically diverse community members across Gippsland. The service employs a workforce of approximately 45 staff encompassing administration, program coordination, direct support workers and volunteers. Our team offers a friendly, inclusive work environment. Our workforce is Gippsland based and as such we provide local knowledge, local people, and local care, in our client's language.

Gippsland Multicultural Services provides services to approximately 200 clients, through Aged, Disability and Settlement and Engagement services, across the Gippsland community. We work alongside, and in partnership with many agencies and their respective stakeholders to ensure the needs of clients accessing services are met. Key to the organisation's strategic direction is the ability to promote GMS services and ensure GMS has a strong presence within the Gippsland community.

Vision

An inclusive, connected and multicultural Gippsland.

Mission

To empower and advocate for Gippsland's multicultural communities through support and service delivery.

Values

Integrity – We are committed to honesty and strong ethical standards

Compassion – We listen and respond with kindness to the needs of individuals

Respectful – We show consideration and respect for all people

Cultural Sensitivity – We appreciate and celebrate cultural differences

Reliability – We are dependable and trustworthy in our actions

PURPOSE OF POSITION

The Reception & Administration Officer is responsible for providing a welcoming, professional and culturally sensitive reception service and effective administrative support to GMS programs, services and staff.

The position is the first point of contact for clients, visitors, staff, volunteers and external stakeholders and plays an important role in ensuring enquiries are handled professionally, information is provided appropriately, and enquiries are directed to the relevant staff member or service.

The position provides general administrative, reception, records, payment processing and office support to assist with the effective day-to-day operation of the organisation and the delivery of GMS programs and services. The position works within established GMS policies, procedures and systems and refers matters outside the scope of the role to the Coordinator, Business Services or the appropriate staff member.

SERVICE CONTEXT

GMS delivers a mix of Commonwealth and State Government-funded services. This includes HACC-PYP, CHSP, NDIS services, Support at Home services delivered as an associated provider, and regional settlement support for multicultural communities.

GMS also delivers fee-for-service programs, including cultural humility and inclusive leadership training.

The Reception & Administration Officer provides support across these service areas as required.

POSITION OVERVIEW

Key Qualities:

The successful applicant will demonstrate:

- Enthusiasm and motivation
- Reliability
- Team Orientation
- High attention to detail
- Strong communication and interpersonal skills
- Respect for self and others
- A commitment to confidentiality and privacy
- Emerging self-leadership (Self-awareness and emotional intelligence)
- Integrity (consistency between words and actions, moral courage reliability and trustworthiness)
- A desire to work within community-based organisation, supporting CALD communities

KEY RESPONSIBILITIES AND DUTIES

1. Reception and Client Service

- Provide a welcoming, friendly and professional reception service to clients, visitors, volunteers, staff and service providers.
- Answer incoming telephone calls and respond to general enquiries in a professional and timely manner.
- Receive and respond to general emails and correspondence and direct enquiries to the appropriate staff member.
- Greet visitors and assist clients attending the office.
- Refer clients to appropriate GMS staff.
- Maintain a culturally sensitive, respectful and inclusive approach when communicating with clients from diverse backgrounds.
- Assist clients who may require additional support, including arranging or working with interpreters where appropriate.
- Maintain confidentiality and respect client privacy at all times.
- Escalate complex, sensitive or unresolved client and reception matters to the Coordinator, Business Services.

2. Administration Support

- Maintain accurate electronic and paper records, filing systems, registers and documentation in accordance with GMS procedures.

- Assist with data entry and updating client and organisational information.
- Assist with preparing correspondence, forms, spreadsheets, reports and other administrative documents as required.
- Undertake photocopying, scanning, printing, filing and document management.
- Monitor office supplies and advise the Coordinator, Business Services when stock needs to be reordered.

3. Payments and Financial Administration

- Receive and process client payments for GMS services, programs, activities, fees and other approved charges.
- Process payments using approved payment methods, including Square, Kalamazoo and approved online payment systems.
- Provide clients with receipts or payment confirmations as required.
- Accurately record client payments and assist with reconciliation of transactions in accordance with GMS procedures.
- Handle cash and electronic payments in accordance with GMS financial policies, procedures and delegated authority, where applicable.
- Prepare and make authorised cash deposits to the bank

4. Office and Communication Support

- Monitor general office enquiries and ensure messages and information are passed to the appropriate staff member.
- Assist with incoming and outgoing correspondence.
- Support the maintenance of an organised, safe and professional reception and office environment.
- Assist with the basic preparation and formatting of newsletters, flyers, notices and other communications using approved templates and tools such as Canva.
- Maintain electronic documents and records in accordance with GMS systems, procedures and record-keeping requirements.
- Coordinate outgoing mail and postage, including preparing, recording and sending correspondence and other documents as required.

- Follow GMS requirements relating to privacy, confidentiality, data protection and information management.

5. Teamwork and Communication

- Actively participate in staff meetings, team activities and discussions.
- Work cooperatively with GMS staff and maintain a general understanding of GMS programs, services and functions relevant to the position.
- Refer clients, enquiries and matters appropriately to relevant staff members.
- Contribute constructively to team discussions, problem-solving and planning within the scope of the position.
- Communicate respectfully and professionally with colleagues, clients, families, interpreters, contractors and external organisations.
- Support a workplace free from bullying, harassment and discrimination.
- Contribute to a workplace culture based on respect, inclusion, collaboration and professionalism.

6. Supervision, Training and Professional Development

- Attend and actively participate in formal supervision and performance discussions.
- Accept and act on feedback provided through supervision and performance discussions.
- Raise work-related issues, support needs and professional development requirements with the Coordinator, Business Services through appropriate supervision and communication channels.
- Attend and participate in relevant internal and external training opportunities.
- Participate in GMS team training and in-service activities as required.
- Maintain and develop knowledge and skills relevant to the position.

7. Compliance, Safety and Accountability

- Comply with relevant legislation, funding requirements, program standards and organisational requirements applicable to the position.
- Follow all GMS policies, procedures, codes of conduct and workplace practices.
- Maintain confidentiality and comply with privacy and information management requirements.

- Maintain accurate timesheets, attendance records and other workplace documentation as required.
- Follow workplace health and safety requirements and promptly report hazards, incidents or concerns through the appropriate channels.
- Contribute to the continuous improvement of reception and administrative processes within the scope of the position.
- Provide information and administrative assistance as requested for organisational reports, audits, reviews and the GMS Annual Report.
- Undertake all duties in a professional, ethical, respectful and culturally appropriate manner.
- Escalate matters outside the scope of the position, including complex operational, financial, client or compliance matters, to the Coordinator Business Services, Manager Business Services & Finance or Manager Service Delivery.

NOTE: Statements in this position description are intended to reflect general responsibilities and are not intended to be all-inclusive. Other duties may be required as part of this role.

DESIRABLE QUALIFICATIONS

A relevant post-secondary qualification and/or experience in business, administration or a related field.

Examples include:

- Certificate III or IV in Business Administration
- Other relevant qualifications or equivalent experience

Additional skills or experience in:

- Bookkeeping or Accounts Administration
- Marketing, communications or promotional activities
- Canva or similar design platforms

MANDATORY REQUIREMENTS

- Eligibility to work in Australia.

- A valid NDIS Worker Screening Check and/or police check as applicable to the position and organisational requirements.
- A current driver's licence.

CONDITIONS OF EMPLOYMENT

- Conditions of employment are as per the Social, Community, Home Care and Disability Services Award 2010.
- Gippsland Multicultural Services is a Public Benevolent Institution and is able to offer its employees the option of salary sacrificing up to the specified limit in the present legislation.
- Gippsland Multicultural Services will make available the use of a GMS vehicle wherever possible for work related travel. Some use of the employees own vehicle may be required at times and the employee will be reimbursed at the rate specified in the above award.
- All Gippsland Multicultural Services appointments are subject to a six month probationary period.
- This position description will be an attachment to an employment contract between the employee and Gippsland Multicultural Services.

KEY SELECTION CRITERIA

Values, Knowledge, and Skills	
<i>Commitment to Diversity and inclusive work practices</i>	• A commitment to working within and promoting an inclusive working environment to people from both culturally diverse backgrounds, as well as other areas of diversity such as disability, gender, LGBTI status, Aboriginal and/or Torres Strait Islander or financially disadvantaged.
<i>Reception and customer service</i>	• Demonstrated experience in providing a welcoming, professional and respectful reception and customer service experience to clients, visitors, staff, volunteers and service providers. • Ability to respond to enquiries appropriately, provide general information and refer clients and enquiries to the appropriate staff member or service.
<i>Client and community focused</i>	• Demonstrated understanding of respectful, person-centered and culturally appropriate approaches when working with clients, families, carers and community members. • Ability to maintain a professional, supportive and welcoming approach when assisting people who may require additional support, including people from culturally and linguistically diverse backgrounds.
<i>Familiarity with administration and office practices</i>	• Demonstrated experience in general administration, including maintaining records, filing, data entry, document preparation, correspondence and day-to-day office support. • Understanding of the importance of accurate record keeping, confidentiality, privacy and appropriate handling of client and organisational information.
<i>Communication</i>	• Excellent verbal communication skills and demonstrated ability to communicate in a clear, respectful and professional manner with clients, staff, families, carers, interpreters, service providers and external organisations. • Demonstrated ability to write clear and professional emails, correspondence, notices and other administrative documents suitable for the intended audience.

<i>Interpersonal skills</i>	• Demonstrated ability to deal sensitively and diplomatically with a diverse range of individuals, including clients, families, carers, staff and service providers. • Supportive, friendly and engaging approach, with the ability to contribute positively to a welcoming and inclusive workplace.
<i>Work practice</i>	• Excellent organisational and planning skills, with a strong attention to detail in work practices • Desire to work in a team environment • Ability to complete work independently and manage changing workload and tasks
<i>Demonstrated computer skills</i>	• Demonstrated experience using client management, database, electronic records or similar administrative systems, with the ability to accurately enter, update and retrieve information. • Demonstrated ability to utilise Microsoft suite of software for document and spreadsheet development. • Demonstrated ability in use of email and calendar functions.

On appointment, the CEO or authorised delegate will establish key result areas that will be the basis of ongoing and annual performance review and appraisal.

I have read and understand the contents of the position description:

Employee's Signature: _____ Date: / /