

KEY SELECTION CRITERIA SUPPORT SHEET

Reception & Administration Officer Gippsland Multicultural Services (GMS)

You can respond to the Key Selection Criteria in writing OR via video.

We encourage you to use the STAR format for each example:

- S – Situation: What was happening?
- T – Task: What needed to be done?
- A – Action: What did you do?
- R – Result: What changed or what did you learn?

ESSENTIAL CRITERIA
1. Reception and Customer Service Demonstrated experience in reception, customer service or a similar client-facing role, including assisting clients and visitors, answering telephone enquiries, responding to requests, and providing professional and helpful assistance.
2. Administration & Organisation Demonstrated ability to undertake a range of administrative tasks, including maintaining records, preparing documents, managing correspondence, scheduling appointments, filing, data entry, receipting, processing and recording payments, and supporting day-to-day office operations.
3. Communication, Cultural Awareness & Inclusion Demonstrated ability to communicate clearly, respectfully and professionally with clients, visitors, colleagues and external stakeholders, and to adapt communication to meet different cultural, language and communication needs. Demonstrated commitment to treating people with respect, dignity and fairness.
4. Confidentiality & Professionalism Demonstrated understanding of confidentiality, privacy and professional boundaries, with the ability to handle personal, sensitive and organisational information appropriately.
5. Prioritisation, Time Management & Problem-Solving Demonstrated ability to manage competing tasks, prioritise workloads and meet deadlines while maintaining accuracy and a high standard of service. Ability to use

initiative when responding to routine issues or unexpected situations, while knowing when to seek assistance or escalate matters.

6. Digital Capability & Accuracy

Demonstrated confidence in using Microsoft Office, email, calendars, databases and other digital systems, such as Canva. Strong attention to detail and accuracy in data entry, record keeping and administrative tasks, with the ability and willingness to learn new systems.

7. Teamwork & Collaboration

Demonstrated ability to work effectively as part of a team, support colleagues, share information appropriately, and contribute to a positive, respectful and inclusive workplace.

8. Community Experience, Values & Relevant Background

Experience working or volunteering in a community, multicultural, not-for-profit or other people-focused organisation. Demonstrated commitment to values such as respect, inclusion, integrity, accountability and teamwork. Relevant qualifications, training or experience in administration, reception or customer service will also be considered, including equivalent work, volunteering or lived experience.

Accessibility

We are committed to providing an inclusive and accessible recruitment process. If you require any adjustments or support during the recruitment process due to sensory, communication, cognitive, cultural, or physical access needs, please let us know so we can explore adjustments to support you.

If You Don't Meet Every Criterion

We encourage you to apply even if you do not meet every selection criterion.

We value reliability, willingness to learn, positive communication, cultural awareness, and growth potential alongside previous experience.

If you do not have direct experience in an area, please provide an example from volunteering, study, community involvement, family responsibilities or another relevant setting and explain how the skills or knowledge you have gained would assist you in this role.