POSITION DESCRIPTION

Position title:  Receptionist
Reports to:  Senior Administrative Officer
Salary:  $30,000 – $33,700
Time fraction:  Full-time
Hours:  8.30 am – 5 pm, Monday to Friday
Employment status:  Ongoing

1. Primary objectives
The primary objectives of this position are to:

1.1 provide a high standard of service in response to queries by the public and ValleyView staff

1.2 provide administrative, clerical and secretarial services to the Senior Administrative Officer.

2. Reporting relationships
The Receptionist reports to the Senior Administrative Officer and has no supervisory responsibilities. The role involves cooperation and coordination with other administrative staff and the office of the General Manager and other relevant staff.

3. Role of the position
The Receptionist is the first point of contact by telephone and in person, and provides a referral service for specific and general enquiries. The role involves:

3.1 operating the switchboard and directing calls to the appropriate location

3.2 liaising with relevant staff to answer queries relating to ValleyView products and projects

3.3 operating office equipment, including telephones, fax machines, photocopiers and computers

3.4 processing mail, including receiving, recording, franking and posting

3.5 operating booking systems for meeting rooms and vehicles
3.6 liaising with clients, shareholders, members of the Board of Directors, the general public, departments and staff to maintain current and accurate information regarding ValleyView products and services

3.7 passing on monies and invoices to the Human Resources and Finance Department

3.8 entering order details onto the data system for all product requests

3.9 ensuring security of the front office at the close of business each day

3.10 providing general support to the Senior Administrative Officer.

4. **Qualifications and experience**

The following qualifications and experience are essential:

4.1 a formal qualification in office and reception skills, or equivalent experience, is essential

4.2 keyboarding skills of at least 50 wpm

4.3 ability to work accurately and methodically

4.4 ability to communicate with a wide range of people, including clients, staff and the general public

4.5 good interpersonal skills, including the ability to work in a team environment

4.6 ability to operate current office equipment, including switchboard, fax machine, photocopier and computers.