VALLEYVIEW FRONT OFFICE
POSITION DESCRIPTION

ValleyView
1. POSITION DESCRIPTION

POSITION TITLE: FRONT OFFICE ASSISTANT
REPORTS TO: SENIOR ADMIN OFFICER
SALARY: $30 000 - $33 700
TIME FRACTION: FULL TIME
DATE PREPARED: JULY 2000
LOCATION: 12 MOUNTAIN DRIVE, JEWELBANK
EMPLOYMENT STATUS: ONGOING

1.1 PRIMARY OBJECTIVES

1.1 To provide and coordinate a high level of service to the public and ValleyView staff in response to queries and providing administrative support.
1.2 To provide and coordinate administrative, clerical and secretarial services to the senior administration officer and other admin officers.
1.3 To support the Senior Admin Officer with the planning and implementing of relevant administrative services.

1.2 ORGANISATIONAL ENVIRONMENT

1.2.1 Reporting Relationship
This position reports to the Senior Admin Officer and has no supervisory responsibilities. The role involves cooperation and coordination with other administrative staff, the office of the manager and other relevant staff.

1.2.2 Role of the Senior Admin Assistant
The Senior Admin Assistant’s role is one of planning, coordinating and providing high level reception and administrative support services to the staff, clients and public.

1.2.3 Role of the Position
The position provides the first point of contact at the Mountain Drive premises for specific as well as general enquiries for information. In this respect the position provides, where appropriate, a referral service to facilitate communication paths for persons seeking to buy ValleyView products or utilise ValleyView resource development services.
The position also liaises with all relevant staff when answering queries relating to specific products and projects.
The Front Office Assistant also provides word processing, administrative and receptionist support to the General Manager, Executive Assistant, Department Managers and other admin officers where appropriate.
The incumbent is responsible for the operation of current technology office equipment, initial processing of mail, the meeting room booking system and the car usage system.
1.3 SPECIFIC ACCOUNTABILITIES

3.1 To provide reception services at ValleyView, involving the first point of contact (by both telephone and in person) for all enquiries to the business.
3.2 To discuss with potential clients and the general public, details and information relating to products and services.
3.3 To provide administrative, secretarial, clerical and receptionist services for General Manager, Executive Assistant, Departments Managers and other admin staff.
3.4 Operate the switchboard and redirect incoming calls to ensure that the caller is provided with the necessary information.
3.5 Responsible for receiving, franking and posting outwards mail.
3.6 Responsible for the recording of room bookings for staff and outside clients.
3.7 Assist the Senior Admin Officer with the bookings of ValleyView vehicles and vehicle hire.
3.8 Responsible for maintaining the publicity clipping book for ValleyView.
3.9 Maintain an appointment diary for the Executive Assistant.
3.10 Liaising with clients, shareholders, Board members, the general public, Departments and staff to maintain current and accurate information regarding products and services available through ValleyView.
3.11 Use and maintain Front Office equipment including telephones, facsimile, photocopier and computers.
3.12 Pass on monies and invoices to the HR & Finance Department.
3.13 In the absence of the Senior Admin Officer, take responsibility for receiving all monies for the Institute and preparing the daily banking.
3.14 Enter order details onto the data system for all product requests.
3.15 Ensure security of Front Office of an evening.
3.16 Provide general support to the Senior Admin Officer in relevant duties.

1.4 QUALIFICATIONS AND EXPERIENCE

4.1 A formal qualification in Office and Reception skills or equivalent experience in office procedures and receptionist duties is essential.
4.2 Good keyboarding skills including the ability to operation a Word Processor to the equivalent of at least 35 wpm.
4.3 Ability to work accurately and methodically.
4.4 Ability to communicate effectively 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 collaborative team environment with others and contribute to an effective team.
4.6 The position requires a sound knowledge of current products and services being offered by ValleyView and also of the projects and meetings being conducted.
4.7 The ability to operate current office equipment including switchboard, facsimile, photocopier, and computers.

1.5 POSITION DIMENSIONS

5.1 The position has no budget or staff management responsibilities.
5.2 The position provides service to approximately 30 staff.