

## JOB DESCRIPTION AND STATEMENT OF DUTIES

<b>JOB TITLE:</b>	Receptionist – Aboriginal Identified Position Penrith
<b>TEAM:</b>	Corporate Services
<b>LINE MANAGER:</b>	Corporate Services Coordinator
<b>KEY RELATIONSHIPS:</b>	The Receptionist will maintain primary relationships with all KARI staff, clients and stakeholders.
<b>TERMS AND CONDITIONS:</b>	Full Time as per contract, guided by NSW Social, Community, Home Care and Disability Services Industry Award 2010.
<b>BASE SALARY:</b>	\$46,000 (Level 1)
<b>PACKAGE BENEFITS:</b>	Superannuation as per Superannuation Guarantee Charge (currently 10%). Option for salary sacrifice paid to any employee debt or bill.

### 1. JOB PURPOSE

The Receptionist is responsible for a range of administration functions across Corporate Services and is the first point of contact for anyone phoning or visiting KARI and as such must have the capacity to represent the agency positively and in a culturally appropriate way.

### 2. DUTIES AND RESPONSIBILITIES

- Carry out all telephone switchboard services for the agency including receiving incoming calls, screening calls and connecting them to the appropriate location.
- Meet and greet clients and guests in a friendly and courteous manner and inform the relevant staff member of their presence in a timely manner.
- Ensure the reception area is well presented, clean and tidy at all times.
- Conduct on-line ordering of stationery and office maintenance supplies according to current KARI policy and procedures.
- Receive incoming supplies, check accuracy and distribute to the appropriate location.
- Provide assistance to the senior managers and staff by assisting with other administration tasks as requested.
- Attend to incoming and outgoing mail according to current KARI policy and procedures.

- Coordinate the management of the KARI fleet of vehicles ensuring that vehicles are maintained at a high standard, including management of car bookings, completion of car checklists and liaising with car washing contractor.
- Ensure that all Work Health and Safety systems are maintained to a high standard, including weekly inspections, coordination of contractors, completion of WHS and First Aid checklists, and liaising with the WHS subcommittee.
- Ensure that all areas of the office are clean and safe and that individuals are able to utilise the work area for its designated purpose.
- Maintain corporate equipment including organising regular servicing and consumables replacements.
- Attend monthly supervision meetings with your Line Manager and complete the tasks identified at these meetings. Identify personal learning needs and give feedback on the service including the identification of gaps and areas for improvement.
- Attend any KARI meetings as requested by your Line Manager.
- Undertake and participate in regular evaluations of the service and take part in annual appraisals of staff performance and team planning days.
- Undertake specific tasks allocated by your Line Manager relating to the promotion of the service and the enhancement of the partnership between the team and key stakeholders.
- Contribute to the development and maintenance of a positive, supportive and collaborative team environment including the ongoing learning of all team members through the sharing of ideas and feedback from training.
- Advocate for KARI and Aboriginal people, children and young people in the sector.
- Other duties as directed.

### **3. ELIGIBILITY REQUIREMENTS**

- Aboriginality.
- Demonstrated high level interpersonal skills and friendly telephone manner.
- Willingness to undertake a Working with Children Check and National Police Check.

### **4. SELECTION CRITERIA**

- Demonstrated problem solving, organisational and time management skills.
- Experience using computers and other electronic tools including use of web based tools, Excel, Microsoft Office and e-mail.
- Evidence of high level written and oral communication skills.
- Experience in a community, welfare or customer service setting.
- Experience in working with or in an Aboriginal community.



- Good computer skills with knowledge of the Microsoft Office package of tools, Outlook and capacity to navigate the internet for work purposes.
- Ability to respect and work within the values of KARI and commitment to reflecting and adhering to KARI's policies and procedures.
- Ability to work co-operatively and respectfully with team members, foster carers, families and professionals from various agencies and cultural backgrounds.