



## POSITION DESCRIPTION

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| <b>POSITION TITLE:</b>           | Receptionist and Administration Assistant   |
| <b>REPORTS TO:</b>               | Finance Officer   |
| <b>FUNCTIONAL RELATIONSHIPS:</b> | Management, staff, volunteers<br>External- Community members, community agencies, service providers |
| <b>REMUNERATION:</b>             | Traineeship<br>Part-time position (up to 15.2 hours/week) Immediate start                           |

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## ORGANISATIONAL BACKGROUND

The organisation, of which helps settle new migrants and refugees into the area, has been known as the Sunraysia Advisory Group, Sunraysia Ethnic Communities Council and Northern Mallee Migrant Services before reaching the current title. The initial group, Sunraysia Advisory Group, was formed on March 29, 1979 after heavy downpour ruined many of the grape vines the area is known for. Migrants from Croatia, Greece, Italy and Turkey (naming just the majorities) did not know who to turn to for assistance; so through contact with the Mayor at the time and other Councilors the different ethnic groups decided one large cohesive group needed to be established to help combat the issues that migrants faced.

The Board of Management is made up of highly qualified business people from the Sunraysia area as well as members of different cultural groups who are a vital part of the Mildura community.

## POSITION OBJECTIVE

The purpose of this role is to be the first point of contact for the organisation. This position will provide administrative and receptionist support to the SMECC team through coordinating clients to the relevant department and program specific tasks at front of house. To undertake a range of administration tasks that support the team to focus on quality service provision.

## KEY RESPONSIBILITIES AND DUTIES

- Perform site opening and closing duties
- Diary management and management of meeting rooms
- Handling event coordination, both internally and externally
- Handling queries and complaints via phone, email and general correspondence maintaining high levels of confidentiality
- Greeting and directing all visitors and contractors to relevant area.
- Transferring calls as necessary, ensuring messages are passed to the appropriate staff member on a timely basis
- Management and maintenance of office supplies such as stationery, equipment and furniture
- Performing ad-hoc administrative duties
- Receiving and dispatching deliveries
- Assisting with mail as required
- Quality record keeping and accurate data entry of client database and intake data systems
- Balancing and reimbursement of petty cash
- Ensure records and files are stored and retrieved efficiently
- Provide secretarial support, photocopying and basic administrative duties

- Oversight of office equipment and organise maintenance and repairs as required
- Maintain and improve administrative systems and processes
- Maintenance and management of all booking systems at reception including calendars
- Market activities and events of the organisation to clients and broader community

## **QUALIFICATIONS/SKILLS/COMPETENCIES**

- Qualifications in clerical/ administration are desirable.
- Excellent interpersonal and communication skills.
- Attention to detail.
- Ability to take part in relevant training as required.
- Experience in working community or client services, particularly with CALD groups in a community context.
- Demonstrated ability to identify services and/or resources to provide advice, advocacy & support for clients.
- Good written communication and report writing skills.
- Exceptional multitasker.
- Proficiency with IT standard software such as MS Word, MS Excel, MS PowerPoint, and ability to use Internet and e-mail and online client management systems.
- Willingness and ability to satisfactorily complete working with children checks.
- Ability to abide by confidentiality requirements.
- First aid qualifications desired.
- Demonstrated ability to work independently and within a team to achieve goals.
- Strong organisation and time management skills.
- Fluency in a relevant community language other than English would be desirable.

## **WORK CONDITIONS**

The Receptionist and Administration Assistant works in both community and online environments. This will include travel within the Sunraysia region.

## **ADDITIONAL CONDITIONS OF EMPLOYMENT**

1. A current full driver's license is required. Proof of this is to be supplied on commencement and/or a VicRoads form "*Consent to Release information from VicRoads Records*" will be completed.
2. Pre-employment checks including proof of identity, qualifications and two referees are required. The successful applicant will be required to undergo a criminal records check.
3. A medical declaration maybe required which would require the incumbent to attest to their ability to meet the physical demands and perform the tasks outlined in this position description.
4. Work is general within regular business hours but may be required to work out of office hours in any emergency situation.
5. Variations to statement of duties: The details of the statement of duties may be varied from time to time by SMECC Management to meet organisational requirements. Any variation shall be done so in consultation with the position incumbent.
6. All SMECC staff are required to work in a manner which is consistent with its HR Manual, Code of Conduct, all policies and procedures, external legislation, and to constructively support the organization with continuous improvement progresses in these areas.
7. All SMECC staff are required to work in a manner which demonstrates; confidentiality, cultural sensitivity, inclusion, empathy, and non-judgment for those we support. This is to help ensure services are provided and managed efficiently, effectively, and equitably.

## **OCCUPATIONAL HEALTH & SAFETY:**

### **Employees will:**

- Take reasonable care of their health and safety

- Take reasonable care of the health and safety of persons who may be affected by their acts or omissions in the workplace
- Cooperate with their employer with respect to any action taken to comply with the requirement imposed by or under the Act or Regulations
- Work in a safe manner and adhere to all safe working procedures and practices
- Encouraging others to work in a safe manner
- Participate in a consultation process ensuring discussion, sharing and recording of relevant OH&S information
- Report of all workplace injuries or incidents to your supervisor and complete the incident/injury report form at the time of the incident
- Report or rectify any unsafe acts or conditions that come to their attention
- Be responsible for the correct use and maintenance of appropriate safety clothing and personal protective equipment as required
- Participate in OH&S training and activities in a positive manner