

Position Description

Position:	Receptionist & Administration Support
Reports to:	Senior Manager
Award:	Kyabra Community Association Inc. The ASU and Employees Enterprise Agreement 2012
Position Classification:	Level 3

The Position:

The position has the core responsibilities of reception whilst also providing administration support to the organisation and staff based at our office in Nambour.

Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To strive for ongoing improvement in all areas of activity (i.e. at an individual level, service level and organisational level).
- To participate in performance appraisals and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.

Role Responsibilities

- Answer incoming telephone calls and direct them to appropriate internal extensions and/or provide information and referral regarding local services.
- Meet and greet clients and visitors.
- To support the team members with dissemination of information to those who access the service.
- To maintain electronic and paper filing systems, with due regard to confidentiality and in line with quality standards.
- Provide administrative support to internal meetings, specific team activities and projects, and in relation to all continuous improvement activities.
- Provide support to the Senior Manager and Team Leaders in relation to their role in preparing for interviews of new team members and to support the team during the induction process of new team members.
- Carry out general administrative tasks, including mail outs, word-processing, minute-taking, photo copying.
- In conjunction with other team members collate information and news for the organisation's website and social media updates.
- In conjunction with team members and with the Quality Assurance and Reporting team, to collate and maintain data in relation to service delivery, in line with funding body requirements.

Positions under direct supervision

None

Relates to

- Staff and volunteers
- Suppliers
- Families and individuals
- Other service providers/community organisations

Key Selection Criteria

Essential

- Experience in the use of switchboard/phones and dealing with people in a “meet and greet” capacity.
- Knowledge and experience in word processing, desktop publishing and the development and use of spreadsheets
- Experience in file management and archiving
- Understanding of and commitment to the principles of social justice.
- Demonstrated capacity to work in ways that focus on people’s strengths.
- A demonstrated ability to work as a member of a team.
- Well-developed interpersonal and organisational skills.
- Capacity to develop and maintain positive working relationships with a wide range of stakeholders

Other Information

Criminal History Check

The successful applicant will be required to apply for a Personal/Criminal History Check. Upon employment, the organisation will reimburse this expense. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form.

Hours of Work

A full-time position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work.

Equal Opportunity Employer

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.