

## Receptionist - Administrative Assistant

<b>Award/Agreement</b>	Residential Aged Care and Community Services Enterprise Agreement
<b>Responsible to</b>	Executive Assistant to CEO
<b>Summary of role</b>	In accordance with Resthaven Incorporated philosophy and policies, responsible for the provision of a comprehensive range of confidential Reception and Administrative services to the Head Office Team.
<b>Reporting lines</b>	Reports to the Executive Assistant to CEO

### Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties

- Administer Petty Cash
- Administer Suburban Taxi Vouchers as per the Resthaven taxi voucher process
- Assist to identify system or process improvement for Resthaven Head Office
- Assist with general clerical and administrative tasks during periods of overflow, absence and or leave of other administrative staff.
- Coding of invoices ready for checking and signing
- Coordinate and liaise with Australia Post as necessary for all outgoing correspondence via Australia Post
- Coordinate outgoing correspondence to Resthaven sites for collection by nominated Courier service
- General administrative support with Standard Orders as required
- General office presentation
- Greet and sign in visitors
- Greet, sign in and check validation of contractor Induction, ensuring that all necessary forms are completed
- Incoming calls
- Issue and retrieve Building keys as required
- Issue and retrieve Temporary proximity cards as required
- Liaise with building cleaners daily via communication book
- Maintenance of Internal Courier Bags
- Make and distribute Volunteer Name badges as required
- Monitor the meeting planner on a daily basis
- Order and distribute Staff Name badges as per the Resthaven name badge process
- Ordering of;
  - catering requirements
  - ad hoc Couriers
  - Office Milk supplies
- Organise and liaise with linen providers as required
- Organise the collection of confidential waste bins and regular bins prepared for collection by council

## Job Description

### Receptionist - Administrative Assistant

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#### Key Responsibilities and Duties Continued

- Process and distribute incoming correspondence via Australia Post
- Process and distribute incoming correspondence via Jet Couriers
- Set up and maintain Industry Contacts database for the business
- Unlocking sliding doors to the deck
- Volunteer Services Assistance (2 days per week – ad hoc)
  - Orientation Packs
  - Volunteer Hours
  - Bus Rosters
  - High Teas
  - Christmas Cards
  - Chaplains Hymn Books Printing & distribution

#### Quality and Safety

Responsible for:

- Undertaking all duties in accordance with Resthaven's Quality Management System, policies and procedures
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis
- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures
- Participating in mandatory Health and Safety training sessions
- Identifying and reporting hazards in the workplace

#### Privacy and Confidentiality

Responsible for:

- Applying the principles of privacy and confidentiality to all work practices
- Adhering to Resthaven Privacy of Information Policy and Procedure at all times
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
  - business or operational interests;
  - methodology and affairs;
  - financial information; and
  - anything else that is notified as being confidential

Other duties as directed by the Executive Assistant to CEO, commensurate with classification and training

#### ESSENTIAL CRITERIA

##### Qualifications / Experience

- Proven experience in an office reception / administrative role and operating a switchboard for a large organization
- Minimum of three years relevant experience in an office reception / administrative role
- Proficiency to an intermediate level in the use of the Microsoft Office Suite including Word, Excel, PowerPoint, Mail Merge, Outlook, Internet Explorer.
- Demonstrated ability to provide efficient, accurate and timely output of tasks
- Demonstrates excellent telephone manner and customer service attributes
- Demonstrated flexibility and ability to multi task
- Demonstrates excellent interpersonal skills
- Ability to operate and maintain accurate cash handling
- Ability to maintain confidentiality, high personal performance, professional behavior and appearance at all times
- Demonstrated use of initiative across a range of tasks
- Ability to work with minimal supervision
- Ability to work under pressure and remain calm
- Excellent organisational and time management skills
- Ability to provide effective instruction on tasks and equipment
- Demonstrated ability to work as an effective team member
- Current Drivers Licence

#### DESIRABLE CRITERIA

- Certificate IV Business Administration or equivalent qualification

Acknowledged \_\_\_\_\_  
Executive Assistant to CEO

Date \_\_\_\_\_

Acknowledged \_\_\_\_\_  
Employee

Date \_\_\_\_\_