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| **Position Description** |

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| **SECTION 1** |
| **POSITION TITLE:** Receptionist  **TYPE of EMPLOYMENT:** Part-time, fixed term |

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| KEY FOCUS OF THE ORGANISATION (WAFC Vision): To lead and engage all West Australians through a positive experience with Australian Rules Football. |

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| **KEY FOCUS OF THIS POSITION** (Why this job exists):  Responsible for greeting clients, couriers and visitors professionally and directing all incoming calls as required. The Receptionist is also responsible for ad hoc administrative support as directed by the HR Manager and as required by different departments within the organisation. |

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| REPORTING RELATIONSHIPS | | |
| POSITION REPORTS TO: | DEPARTMENT / BUSINESS UNIT: | DIRECT REPORTS: |
| Manager People, Culture & Safety | Human Resources |  |

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| SECTION 2KEY RESULT AREAS (KRA) / KEY PERFORMANCE INDICATORS (KPI’S) | |
| **KRA’S - WHAT is PERFORMED** | **KPI’S - HOW it WILL BE ACHIEVED – to WHAT STANDARD, TIME-FRAME, or for WHO** |
| **Reception** | * Answer phone in a professional, friendly and courteous manner and direct calls or take messages appropriately. * Welcome all visitors and guests and assist as required. * Maintain familiarity with current staff roles, so an enquiry can be directed to the most appropriate staff member. * Ensure handover notes are prepared for other job share Receptionist after each roster * Maintain tidy and organised reception area |
| **Administrative Duties** | * Distribute daily mail and prepare outgoing mail and parcels for courier collection * Advise staff of deliveries as they arrive * Arrange couriers as directed * Maintain ‘Daily Staff Movements Register’ using ESP HR portal ‘Who’s on Leave’ * Organise new staff photos and ID Cards * Order and maintain stationery supplies * Organise business cards for staff as required * Update and distribute staff contact lists and area boards * Maintain meticulous record keeping for Reception – stationery, business cards, mail & courier costs etc * Provide internal staff with administrative support as required |
| **General Duties** | * Arrange dry-cleaning for staff as required * Assist staff with RSVP’s for functions * Provide laminating for staff as requested * Ensure strict security procedures are adhered to at all times |

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| **SECTION 3**  **COMPETENCIES REQUIRED FOR THIS POSITION:** | |
| **1.Technical Knowledge**  General knowledge of the football industry and the various stakeholders. | **6. Initiative**  Taking independent action to positively influence events without receiving direct instructions whilst remaining in the limits of defined accountabilities. |
| **2.Computer literate**  Advanced knowledge of Access, Word, Excel, Explorer, Outlook and PowerPoint. | **7. Planning and Organising**  Ability to organise and prioritise a course of action for self and to accomplish goals. |
| **3.Effective Communication**  Ability to clearly convey information and ideas through a variety of media, including presentations at meetings, in a manner that engages the audience and ensures comprehension of the message. | **8. Analytical Power**  Ability to identify priorities, issues and potential problems by integrating information from different sources and drawing logical inferences and valid interpretations from the data. |
| **4.Client/Stakeholder Focus**  Ensuring stakeholders and clients are always properly serviced. | **9. Judgement**  Ability to make carefully weighted decisions and take actions based on the information available, taking situational constraints into account. |
| **5. Teamwork**  Willingness to contribute to the team and to work effectively and cooperatively with other team members, in order to achieve team and organisational goals. | **10. Problem Solving**  Ability to recognise a problem, identify possible causes, generate alternative solutions and select the most appropriate course of action giving full consideration to all factors. |

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| **EXPERIENCE REQUIRED TO UNDERTAKE THE POSITION:** (Essential or Desirable)   * Minimum twelve (12) months experience in a similar role (E) * Excellent customer service skills and telephone etiquette (E) * Intermediate knowledge of MS Word, Outlook and Excel (E) * Strong organisational and time management skills with the ability to multi-task (E) * High level attention to detail (E) * Experience working in the sporting industry (D) * Minimum Level 2 Certificate in Business or Business Administration (D) |