

**Position Identification**

<b>Title:</b>	Receptionist	<b>FHL Level:</b>	3
<b>Department:</b>	Finance	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	Customer Service Team Leader	<b>Date last updated:</b> <b>By whom:</b>	July 2019 People & Culture

**1. Purpose of Position**

The Receptionist is the ‘first point of contact’ of Foundation Housing (FHL) and is required to provide exceptional customer service across all customer service touch points. The position is responsible for managing the switchboard and Reception area, ensuring a professional, respectful and friendly service is provided to external and internal clients, customers and stakeholders in accordance with the FHL Customer Service Charter.

**2. Key Working Relationships**

<b>Internal:</b> All FHL Departments	<b>External:</b> All FHL External Clients/Customers/Stakeholders General Public
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**3. Accountabilities and Responsibilities**

**Customer Service**

Effective switchboard management including prompt answering of calls, redirecting as appropriate and taking accurate messages.

Deliver a professional and effective reception service including greeting visitors/clients/customers/stakeholders in a pleasant and professional manner and ensuring the reception area is clear and tidy.

Effective management of the tenant maintenance phone line, including issuing work orders for repairs.

**Administration**

Carry out photocopying, word processing and other clerical duties as directed by the Customer Service Team Leader (CSTL)

Organise courier services and other deliveries in accordance with correct procedures (both incoming and outgoing)

Process and distribute correspondence on a daily basis (including faxes, incoming and outgoing post).

Assist in the maintenance of the office filing system, including company records and documents.

Order and purchase supplies (general office consumables and stationery) and maintain accurate records.

Assist in administering central register of items issued to authorised staff members, as directed by CSTL.

Carry out general office housekeeping and archiving, as required.

Relief reception duties at other FHL sites, when required and directed by the CSTL.

## Job Description

### 4. Culture and Values

#### **We care for people:**

- Giving people our time
- Listening well
- Being kinder than need to be
- Understanding that everyone's story is unique and of equal value
- Actively looking for the strengths in others

#### **We own all of our decisions and actions:**

- Admit mistakes, learning from them and fixing things up
- Respecting organisational policies and procedures and following them
- Having the courage to make the tough decisions and stand by them

#### **We are passionate:**

- Caring intensely about the work we do
- Inspiring others with excellence
- Celebrating success
- Embracing and driving change

#### **We focus on finding solutions:**

- Providing timely and accurate information to others so that solutions can be found
- Understanding that others often know the solutions to their own problems and assisting them to find their own way forward
- Identifying root causes and developing the right solutions
- Not bring just the problem but ideas about possible solutions

#### **We are always honest:**

- Providing well thought out and constructive feedback
- Initiating the challenging and tough conversations
- Saying what you are thinking and doing what you say

#### **Nurture relationships:**

- Having fun together
- Earning the trust of others
- Checking in with people regularly particularly when things are tough
- Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

### 5. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

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### 6. Work Related Requirements/Selection Criteria

<b>Essential Skills</b>
<b>Experience and Skills</b> <ul style="list-style-type: none"><li>• Demonstrated experience in a reception/administration role.</li><li>• Strong organisational, prioritisation skills and attention to detail.</li><li>• Intermediate computing knowledge, including Microsoft Office and database administration.</li><li>• Demonstrated clerical skills, including word processing, record keeping and filing.</li><li>• Excellent communication skills (both written and verbal).</li><li>• Strong problem solving skills and ability to work well under pressure.</li></ul> <b>Personal Attributes and Ability</b> <ul style="list-style-type: none"><li>• Passion for delivering high quality and responsive customer service.</li><li>• Able to work autonomously and as part of a team.</li><li>• Proactive, professional and flexible in approach.</li><li>• Able to remain calm when faced with a challenging situation or issue.</li></ul> <b>Other Essential Criteria</b> <ul style="list-style-type: none"><li>• National Police Clearance.</li></ul>
<b>Desirable Skills</b>
<ul style="list-style-type: none"><li>• A current WA driving licence.</li><li>• Experience working in the community services industry and/or property management.</li><li>• Current First Aid Certificate.</li></ul>

### 7. Position Dimensions

<b>Number of staff directly reporting to position</b>	Nil
<b>Work Locations</b>	Leederville (main office) and Midland

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_