



POSITION DESCRIPTION

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| POSITION: | Receptionist/Administrative Assistant |
| AWARD: | Social Community Home Care and Disability Services Industry Award |
| CLASSIFICATION: | Level 2, Paypoint 1-4 (depending on level of experience) |
| REPORTS TO: | Manager of Counselling Services |
| LOCATION: | Emerton |

Position Objective

Attend and maintain reception as well as provide Administrative Assistance to Manager and coordinators as per 'Administrative Staff Office Procedures' in order to provide smooth functioning of the office.

Duties:

1. Respond appropriately to all enquiries from clients, staff and other agencies/organisations
 2. Prepare new client files and process closed files as necessary
 3. Complete Service Requests, registration and appointments for counsellors as outlined in the Administrative Office Procedures
 4. Maintain database per Administrative Office Procedures
 5. Collect and collate monthly statistics
 6. Maintain all office supplies including copier, stationery, client forms, kitchen and staff amenities etc.
 7. Pick-up and delivery of mail from post office, check phone messages and download all emails and pass on to appropriate personnel
 8. Maintain office filing system, desk directory and community resource information systems
 9. Reconcile and prepare accurate records of petty cash expenditure
 10. Banking of moneys and reimbursement of cheques etc.
 11. Inform Coordinator or most senior manager in the office of any issues that may arise
 12. Ensure reception, waiting area, kitchen and office is clean and tidy
 13. Ensure that the waiting area has current brochures, posters and general information
 14. Undertake duties as listed in the Administrative Office Procedures
 15. To undertake other duties as required by supervisor
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Other requirements and qualifications

Cert IV or above in business administration (desirable)

Driver's licence (desirable)

Willingness to work within the ethos of CatholicCare Social Services

Selection Criteria

1. Good communication skills
2. Ability to deal with clients in a professional manner that includes a strong work service ethic
3. Good computer skills
4. Ability to work autonomously within delegation level and in a team environment
5. Good organisation skills with the ability to multi task.

It is expected that all duties will be carried out in accordance with the Strategic Plan, Business Plan, Policies and Procedures of CatholicCare Social Services.