

ADVOCACY FOR DISABILITY ACCESS AND INCLUSION INC

POSITION DESCRIPTION – RECEPTIONIST

POSITION TITLE:	Receptionist – Fixed Term Contract
ORGANISATION:	Advocacy for Disability Access and Inclusion Inc. (ADAI)
LOCATION:	149 Currie Street, Adelaide
CLASSIFICATION:	Level 2 - Social, Community, Home Care & Disability Services Industry Award 2010
EMPLOYMENT TYPE:	Full Time Contract until 30 June 2018
TIME FRACTION:	1.0 FTE (Full Time)

BACKGROUND TO ADAI INC

Advocacy for Disability Access and Inclusion (ADAI) is funded by the Federal Department of Social Services to provide individual advocacy services to people with a disability living in South Australia. It has a central office in Currie Street Adelaide.

POSITION SUMMARY

The Receptionist is responsible for providing receptionist duties for ADAI and the co- located organisation, Catalyst Foundation Inc. The position is the client face of both organisations and is the first point of contact for clients who personally attend the office or call in by telephone. The receptionist will greet clients, manage telephone calls and Catalyst client payments. The position supports ADAI the Business Manager and staff with a range of general office, clerical and administration duties including occasional receipt of monies and supporting social media activities including ADAI face book and twitter. The position requires a high level of verbal and written communication skills, the capacity to manage multiple tasks with a professional demeanour as well as excellent personal presentation skills.

REPORTING RELATIONSHIP

Reports to the Business Manager of ADAI

The Receptionist will liaise effectively with all clients and stakeholders and work cooperatively and respectfully in a team environment with all other ADAI and Catalyst staff, the Chief Executive Officer and the Board of Management of ADAI.

DUTY STATEMENT

The Receptionist duties will include the following:

- Provide the front of house reception service for ADAI and Catalyst Foundation including receiving/directing/transferring phone calls, face to face customer service and general administration duties
- Support ADAI and Catalyst Foundation calls and enquiries
- Assist in developing or revising procedures when required

- Assist in marketing and advertising duties including social media and the website
- Provide secretarial support when required, exercising sound judgement, initiative, confidentiality and sensitivity in the performance of work
- Coordinate and organise meetings
- Provide administrative assistance to staff when required
- Record keeping and file management (electronic and hard copy) in consultation with the Business Manager Assist with responding to and recording new referrals to ADAI
- Assist with ADAI client/ service data entry and reporting processes
- Assist Business Manager with data entry in MYOB as required
- Provide support to the volunteers assisting both organisations, as required.
- Attend and participate in meetings and committees, take minutes or notes and perform follow-up activities as required.
- Assist with making and managing bookings for Catalyst's programs and seminars, receiving and receipting payments and ensuring accurate end of day reconciliations.
- Preparation of regular and ad hoc reports for the Business Manager, Chief Executive and Board as required.
- Other duties as requested.

Essential criteria

- Demonstrated work experience in an office environment and as a receptionist delivering a high level of customer service.
- Excellent interpersonal, personal presentation and communication skills including the ability to communicate effectively and respectfully with those who have communication difficulties
- Demonstrated Experience in Microsoft Office software products and social media platforms/tools
- Demonstrated ability to prioritise work, work independently and pay attention to detail
- Ability to understand and respect confidentiality requirements of the respective organisations and accuracy in preparing and completing tasks
- Demonstrated understanding of equal opportunity and responsiveness to diversity
- Current driver's licence

Desirable

- An understanding of the barriers and challenges experienced by people with disability
- Empathy
- Professionalism - in relation to production of work, personal attitudes and presentation
- Politeness in all situations
- An understanding of MYOB and Customer Relations Management (CRM) systems

Special requirements:

- Employment is subject to a satisfactory police check
- The organisation is funded until 30 June 2018 and there can be no expectation of employment after that date
- Appointment is subject to adherence to ADAI's *Code of Conduct*
- Undertake out of hours work as required. Extra time compensated by time-in-lieu
- Voluntary staff salary packaging arrangement may be available.