Position Description

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| Position | Receptionist |
| Reports to (position title) | Director of Operations |
| Purpose: | The purpose of this role is to support and facilitate the effective administration of the Consumer Action office. This role is the first point of contact for external visitors to the office, directs inbound external telephone, email inquiries, correspondence and provides calendar management support to the CEO. |
| Direct reports: | 0 |
| Indirect reports: | 0 |
| Scope | This role will provide general administrative support, direct external inquiries to the correct Team, manage deliveries to and from the office, provide specific administrative support to the CEO and other Managers as directed and assist with event management. |

**Organisation chart:**

Key Accountabilities/Responsibilities:

* Be the first point of contact for callers and visitors to Consumer Action Law Centre, ensuring that queries and calls are screened and directed appropriately in an effectively and timely manner
* Manage record-keeping and delivery of incoming and outgoing mail
* Maintain stocks of office and kitchen supplies
* Provide calendar management support to the CEO
* Provide administrative support to the Director Operations, and other Consumer Action managers as requested so that peak workload demands and administrative requirements can be met and the organisation run smoothly
* Assist with the preparation of agendas, meeting papers, PowerPoint presentations, minutes
* Coordinate internal and external room and travel bookings, functions and event planning
* Extract data and contribute to reports as directed
* Provide training and support to volunteers on phones and equipment
* Provide technical support and maintenance coordination to keep office equipment in working order
* Support event management for both internal and external events as required
* Arrange meeting and taking minutes or notes

**Qualifications/Experience/Specialist skills:**

* A minimum of 2 years’ experience Reception experience
* Advanced to Intermediate working knowledge of Microsoft Office Suite is essential (Outlook, Word, Excel, PowerPoint) with familiarity with Office 365 and Microsoft Office Online apps including SharePoint Online will be advantageous
* Familiarity with database or client management programs
* Minimum typing speed of 40 words per minute
* Strong administrative experience and organisational skills and experience in dealing with conflicting priorities
* Experience with or a willingness to learn about basic operation and maintenance of office equipment such as photocopiers, scanners, and projectors
* Understanding of and familiarity with the demands of not for profit operations within the community sector.

**Competencies and behavioural skills:**

* A strong commitment to the values of Consumer Action Law Centre
* Strong interpersonal skills with a focus on cooperation and working well with others; shows consideration, concern and respect for others’ feelings and ideas; accommodates and works well with the different working styles of others, treating all people with dignity and respect
* Strong commitment to confidentially and discretion when dealing with sensitive or confidential documentation
* Flexibility and a willingness to ‘pitch in’ when needed
* A performance-oriented and proactive attitude with ability to work unsupervised
* Strong skills in time management and prioritisation
* Demonstrated ability to maintain a professional, friendly and compassionate demeanor in challenging situations
* An ability to communicate with disadvantaged, low-income, culturally and linguistically diverse client groups, consistent with the values of Consumer Action Law Centre.