

<b>POSITION DESCRIPTION</b>
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<b>DOCUMENT No. CCD-CC-HR-0019</b>
<b>REVISION No.: 0 – August, 2017</b>

<b>POSITION TITLE:</b>	<b>Trainee Receptionist / Administration Assistant</b>		
<b>EMPLOYMENT STATUS:</b>			
<b>CLASSIFICATION / AWARD:</b>			
<b>SITE:</b>	12 <sup>th</sup> Street Office	<b>DEPARTMENT:</b>	Corporate Services
<b>REPORTS TO:</b>	Corporate Services Manager		

<b>PURPOSE OF POSITION:</b>
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| <ul style="list-style-type: none"> <li>• Primary role is to provide a range of reception and administrative tasks that ensures outstanding level of customer service for the Christie Centre Inc.</li> <li>• Under the direction of the Corporate Services Manager, the role encompasses tasks within three areas (i) Reception (ii) Administration (iii) Office Supplies/Procurement.</li> </ul> |
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<b>RESPONSIBILITIES &amp; DUTIES:</b>
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<u>MAIN DUTIES</u>
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| <ul style="list-style-type: none"> <li>• To provide routine and specialised administrative coordination and support to the organisation through the following tasks including but not limited to:             <ul style="list-style-type: none"> <li>– Answering phone enquiries;</li> <li>– Maintain an orderly office filing system;</li> <li>– Typing and distribution of general letters for senior management;</li> <li>– To operate and assist others with office equipment (ie. telephone system, photocopier, scanner, laminator, server backups etc.);</li> <li>– Take minutes, type up and distribute as approved for Corporate Services meetings where requested;</li> <li>– Collect empty medicine dosettes and coordinate with approved Pharmacy supplier for swap over with delivery of full dosettes on a weekly basis;</li> <li>– Maintain adequate stock levels for stationery and household items (ie. tissues, paper towel, disposable gloves, sanitising hand gel etc.) as required;</li> <li>– In consultation with the Health, Safety &amp; Wellbeing Coordinator, ensure approved procurement of first aid supplies to maintain appropriate stock levels of first aid kits for the Christie Centre Inc.; and</li> <li>– Oversee the maintenance of records by reception staff for:                 <ul style="list-style-type: none"> <li>i. approved contractors</li> <li>ii. licence and key checks</li> <li>iii. Maintenance requests</li> </ul> </li> </ul> </li> </ul> |
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iv. Volunteer/Work Placement Students details and hours

v. Maintain up-to-date information in relevant databases

- As instructed, organise bookings for repair, maintenance and servicing of company assets including vehicles.
- Compile edit prepare and distribute articles, news and views on the monthly newsletter.
- Collect and distribute mail.
- Record correspondence of all incoming and outgoing mail.
- Maintain accurate records for all site including micro-businesses.
- Processing payments via cash, cheque and eftpos.
- Reimbursement of petty cash.
- To coordinate the calendar of events for the Christie Centre Inc.
- In consultation with the Payroll & Finance Administration Assistant, keep the Christie Centre Inc. Transport Drivers (bus drivers) aware of changes to route or pickup/drop-off details as required.
- Assist stakeholders with their enquiries.
- To accept training in other areas of office administration as backup.
- Respect and maintain the confidentiality of the organisation and the people we represent.
- To follow instructions and work within a team environment and always act in the best interest of the organisation.
- To raise issues of concern with the appropriate person.
- To inform the organisation if unable to attend via phone call (not SMS).
- Act as an ambassador of the Christie Centre Inc., promoting the service in the community.

### SPONSORSHIP

- Maintain current details of all sponsors.
- Prepare reminder letters to sponsors who donate annually
- Send thankyou letters and receipts to sponsors as donations are received throughout the year.
- At the beginning of each financial year send thankyou letters to all sponsors who donate via monthly direct debit, with their annual receipt for donated amounts.
- As instructed by the Executive's Assistant, assist as required with obtaining and processing donations from new sponsors.

### BANKING

- Attend to daily banking duties including the preparation of bank documents.
- Prepare Christie Centre Inc. cheques for authorisation.

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**AUTHORITY:**

- Authorised purchasing within budget guidelines with a limit of \$500 per month. For purchases of a value above \$500 requires approval by the Executive Officer.
- Handling and management of incoming monies for the Christie Centre Inc.
- Drive Christie Centre Inc. vehicles for which the appropriate licence is held, and only when authorised by the Executive Officer or their delegate.

**HEALTH, SAFETY, WELLBEING & QUALITY**

- Comply with Christie Centre Inc. Health, Safety and Wellbeing (HSW) and Quality Assurance Management Systems, including statutory obligations;
- Initiate actions to prevent the occurrence of non-conformities in processes or systems;
- Identify, initiate, recommend and assist in the issue resolution process;
- Verify and confirm the effective implementation of said solutions;
- Ensure prompt reporting of all incidents or near misses in accordance with procedures;
- Strive to continuously improve the processes and systems; and
- Promote a positive HSW culture in the workplace.

**QUALIFICATIONS / SKILLS / WORK EXPERIENCE:**

<b>Essential</b>	<b>Desirable</b>
Current Police Check	To have experience in or have knowledge of function of administration and/or receptionist role
Proficiency in Microsoft Office packages (inc. outlook, word, excel publisher etc.)	Experience in money handling and accounts
Competent typist	Current Drivers Licence

**PERSONAL QUALITIES & BEHAVIOURAL TRAITS:**

<b>Essential</b>	<b>Desirable</b>
Effective communication skills	Ability to multi-task
Excellent organisation skills	Experience working in a busy office
Friendly and approachable manner	

**RELATIONSHIPS:**

<b>With</b>	<b>Purpose</b>
Executive's Assistant	Directly reports to the Executive's Assistant
Payroll & Finance Administration Assistant	
Corporate Services Manager	
Christie Centre Inc. Staff	Assist the staff of the Christie Centre Inc. when required

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**AGREEMENT:**

I have read the position description and agree to abide by it to the best of my ability.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

WITNESSED BY:

Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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