



Position Description

Reception Coordinator

Position description

Position title	Reception Coordinator		
Classification definition	Social and Community Services (SACS) Employee Level 3		
Status	Full-time		
Location	Burnie or Devonport, Tasmania		
Classification level	SACS Level 3		
Award	Social, Community, Home Care and Disability Services Industry Award 2010		
Industrial Agreement	Tasmanian Disability Services Industry Multi Employer Enterprise Agreement 2011		
Reporting to	Executive Officer		
Date approved	July 2021	Position Number	PD41

Working environment

About Multicap Tasmania

Multicap Tasmania is a leading provider of Disability Support Services to a growing number of clients across Northern and North West Tasmania.

We support a wide range of clients with varying disabilities.

Our services operate around the clock, with our Supported Accommodation services operating at all times.

We also support a growing client base in the community, and increasingly those services are requested to be delivered at times that meet the needs of those clients.

Our values



Dignity and Respect - We treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability.

Integrity and Transparency - We work with each other to build effective relationships based on trust and honesty.

Empowering and Encouraging - We empower, encourage and enable people who need care and support and other staff to do things for themselves and to make their own decisions.

Quality and Accountability - We take responsibility for what we do and strive to improve our services.

Code of conduct

All employees must abide by the Organisational Code of Conduct and the NDIS Code of Conduct.

Work health and safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

Performance review

Performance reviews will be conducted using the organisation's Performance Management Process.

Position summary

The Reception Coordinator has a strong passion for engaging with customers and provides quality administrative services. The role acts as a crucial first point of contact for Multicap Tasmania for all visitors/customers to the organisation and is coordinating and providing reception support and responding to all incoming calls/ enquiries in a caring, welcoming, professional, and helpful manner.

The Reception Coordinator works under the direction of the Executive Officer.

The primary focus of this role is to ensure an exceptional customer experience.

Multicap Tasmania recognise that customer service and quality administration facilitate the core work of the service and the organisation is committed to ensuring that administrative systems and supports are of the highest quality.

Service objectives

To provide a high-quality level of customer service with a proactive approach.



The employee is expected to operate with:

- A high level of commitment
- Efficient follow through of any tasks until completion or as otherwise agreed with by the site Executive Officer.
- Consideration, understanding and respect for clients and their families
- Consideration, understanding and respect for organisations employees, volunteers and their families.
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff.
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs.
- Initiative, adaptability, flexibility, self-motivation, common sense and attention to detail, together with the ability to manage a variable workload in a confidential environment of shifting priorities.
- A high level interpersonal and communication skills and the ability to handle sensitive situations with diplomacy and confidentiality.

Level of responsibility

This position reports to and works under the direction of the Executive Officer. The position will be required to work independently and is required to exercise duties with limited supervision.

Supervision

The position will operate within established routines, methods, standards and procedures and is expected to exercise initiative in the application of and is responsible for managing time, planning and organising their own work. The performance of the position is subject to limited supervision.

Key tasks and duties (including Key Performance Indicators)

The Reception Coordinator, as the first key contact point of customer interactions, promotes the image of a caring, welcoming and helpful organisation.

The role is responsible for ensuring excellence in customer service and improving the customer experience at all locations.

Critical success factors for this role are:



- Responsive to client needs
- Responsive to workforce needs
- Strong interpersonal and communication skills
- Shows initiative to improve systems, enhance workflows and improve organisational effectiveness.
- Contributes to a culture of continuous learning with purpose and passion

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Multicap Tasmania's Operational Plans. The key duties of the role are to remain flexible and subject to review, as the organisation develops, and business systems and processes mature.

The key responsibilities of the role shall include:

Reception

Accountable for the day to day operations and functions of all reception areas including:

- Providing quality reception and information service to all clients, workforce, and community members.
- Welcoming clients/visitors to the reception, providing high level face-to-face customer service.
- Proactively undertake all reception tasks to ensure daily tasks are always prioritised and completed whilst maintaining exceptional customer service and focus.
- Coordinate additional administrative tasks amongst reception team members.
- Ensure all enquiries are actioned or delegated to the relevant staff members.
- Offering and providing tea, coffee and water, organising waiting room and communicating client arrival to relevant staff members.
- Deal with general email enquiries and timely distribution of incoming and outgoing emails.
- Responding to general enquiries about Multicap Tasmania's services.
- Opening and closing procedures (Ensuring doors are locked and lights, air-conditioning units and ceiling fans are turned off at the end of the day).
- Sourcing and maintaining office supplies.
- Responsibility for reception appearance and ambiance.

Contribute to general administrative tasks required of the corporate team including:

- Provide a wide range of administrative support to the organisation to ensure maximum effectiveness.
- Oversee staff travel bookings (Accommodation/transport).
- Organise internal event spaces and catering.



- Assist with staff training and qualifications organisation.
- Assist with property and fleet organisation if requested.
- Assist with initial rostering enquiries.
- Assist with data entry as required.
- Providing administration support to senior staff.
- Undertake any other related duties as requested by your supervisor or senior team members.
- Contribute to a continuous improvement program in Multicap Tasmania's business systems and processes including participation in projects.

In addition to the above responsibilities you may also be directed to perform other reasonable duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying a position at this level.

Qualifications

A combination of experience, expertise and competence sufficient to perform the duties required at this level, attained through previous appointments, service and/or study.

Selection criteria

Essential

1. Compelling relationship builder.
2. Strong Listening & Communication skills.
3. Excellent IT skills with experience using Microsoft Office including Outlook, Excel and Word.
4. Experience in a reception/ administrative role.
5. Excellent interpersonal skills.
6. Highly ethical, discrete and confidential.
7. Strong commitment to quality, accuracy and attention to detail.
8. Ability to learn new systems, multitask and manage multiple priorities to meet deadlines.
9. Exceptional time management and organisational skills.
10. A 'can do', flexible and adaptive attitude and demonstrated ability to work both autonomously and as collaboratively part of a team.
11. Certificate of Completion of the 'Quality, Safety and You' - NDIS Worker Orientation Module.

Desirable

1. Experience in customer service.
2. Experience providing high-level administrative support.

Other requirements

- Current unrestricted Tasmanian driver's license.



- Registration to work with vulnerable people (children).

Signatures

Signed for and on behalf of the organisation

Name _____

Signature _____

Position _____

Date _____

The employee

I acknowledge that my duties and responsibilities are as outlined in this position description.
I further acknowledge that my duties may be varied from time to time.

Name _____

Signature _____

Position _____

Date _____