

Position Description

Job title: Relief Receptionist

Location: Gordon

Reports to: Chief Financial Officer

Position Summary

The Relief Receptionist is a casual paid role responsible for providing an efficient and courteous reception service for the Lifeline H2HS office when required to cover for the Receptionists during leave and other absences. This position also provides administrative support to the CEO, CFO, Office Manager and the wider Lifeline H2HS office.

The key objectives of the role are:

- To answer the telephone, deliver messages to staff, and provide verbal and written information to callers
- To receive all clients and visitors at reception in an efficient and welcoming manner
- To provide administrative support to the CEO, CFO, Office Manager and staff as requested

| Key Accountabilities | Tasks |
|--|---|
| Reception/ handling enquiries | <ul style="list-style-type: none"> • Answer the office telephone in a warm, courteous and welcoming manner • Transfer calls or deliver messages promptly to relevant staff member • Provide written and/or verbal information to all enquiries • Greet clients and visitors to the office • Assist with intake for Emergency Relief service • Maintain the reception area and counselling rooms, ensuring they are presentable and welcoming |
| Administration | <ul style="list-style-type: none"> • Process petty cash, mail, and undertake shopping as required • Process Clinical Services client payments as required • Maintain room booking and banner booking calendar • Fill the photocopier each morning and ensure adequate supply of paper is available |
| Staff/Team support | <ul style="list-style-type: none"> • Provide administrative support to Book Fairs and Retail eg labels, signs • Provide assistance with photocopying, preparation and distribution of materials • Distribute uncollected printing daily • Assist with catering requests and room preparation for meetings as requested, including Board and Sub-Committees • Report any WHS or office repair issues to the Office Manager • Other tasks and project support as required |
| Lifeline policies | <ul style="list-style-type: none"> • Maintain and promote a high standard of professionalism • Follow and observe all LLH2H and Lifeline Australia policies and procedures • Be aware of and support LLH2H and National Office Mission and Goals |

Core Competencies

Customer service orientation

Establishes credibility and respect with clients and staff; conveys a positive attitude; identifies ways to improve client service; takes a proactive approach to client issues

Plans and organises work

Establishes courses of action for self and others to ensure that work is completed efficiently; shows punctuality and reliability in meeting clients and staff; sets appropriate priorities and effectively handles competing demands.

Builds positive working relationships

Establishes good interpersonal relationships by working collaboratively and helping people feel valued; shows empathy and respect to others.

Demonstrates adaptability

Adjusts effectively to new issues and requirements in the work environment, maintaining a positive and constructive approach.

Communicates effectively

Conveys information and ideas clearly in both verbal and written forms, in a way that engages others and ensures understanding.

Technical competencies

Essential

- Computer Skills - Competency in Microsoft Packages
- Accurate data entry (alpha/numeric)
- Effective communication (written and verbal)

Qualifications and experience

Essential

- Professional expertise, e.g. from degree/diploma course, or experience
- Minimum of three years' experience in administration or an office environment

Desirable

- Previous experience in crisis support/welfare/community service organisation
- Current First Aid Certificate

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____