

POSITION TITLE	Administrative Support Officer (Reception)
LEVEL	Level 1
REPORTS TO	Manager Infrastructure and Assets
PROGRAM	Corporate
POSITION SUMMARY	To provide reception/administrative services for the organisation

DUTY STATEMENT

DUTIES

1. Provide reception services for telephone enquiries, staff, clients and visitors
2. Monitor and distribute E-mail as required using network resources
3. Respond to internal and external enquiries and provide general information and specific service information as required to staff, clients and visitors
4. Provide support and assistance to clients of the Tuggeranong Community and Function Centre. Take bookings for functions
5. Assist with maintaining reference lists
6. Receive payments and other monies, prepare receipts and process accounts. Assist Client Service teams (ECS and SAC) with receipting of monies, input bookings into Qikkids, telephoning programs to assist Client Service Centre as directed
7. Administrative support duties as required
8. Computer processing as required

SELECTION CRITERIA

ESSENTIAL

1. Knowledge of customer service practices and good interpersonal skills
2. Knowledge of procedures and work practices
3. Able to work towards a competent level of organisational, reception, computer and communication skills.

ORGANISATIONAL RELATIONSHIPS

- Works under general direction
- Provides service to staff of the organisation
- Provides assistance to the Manager Infrastructure and Assets and Receptionist (ASO 2)
- Work in an open and cooperative manner with team members and staff of the organisation and actively participate to achieve an efficient and effective corporate administration service
- Promote a positive and helpful service for clients, customers and staff
- Participate positively in staff meetings and training.

EXTENT OF AUTHORITY

- Required to set outcomes within defined constraints
- Provides general advice regarding administrative areas as required
- May be required to contribute to the development of work procedures
- Solutions to problems usually found in precedents, guidelines and instructions
- Assistance is available