

Position Description

Common Equity Housing Limited

Receptionist/Administration Officer

Position Title: Administration Officer	Date of Issue: 24 August 2010
Division: Human Resources, Compliance & Administration	Location: Level 1, 112 Balmain Street, Richmond
Reports To: <i>Direct:</i> Administration Coordinator <i>Indirect:</i> Human Resources & Compliance Manager	Staff Responsibilities: None
Job Holder: Vacant	Employment Status: Permanent
Hours Per Week: Full time 37.5 hours per week	EFT: 1 EFT
Normal Work Times: 7.5 hours per day with minimum 30 minutes for lunch	Flexitime Scheme: Must be available between the hours of 9.00am-5.00pm with max. 30 minutes for lunch
Salary Banding: \$37,500 per annum increasing to \$38,500 per annum after 6 months satisfactory performance, plus superannuation. Up to \$16,000 of the above salary may be paid as non-taxable salary packaging.	Company Equipment: None
Purpose of Role: To provide general administration support on a multi-tasking job-rotation basis within the Administration Team for the whole company.	
Responsibilities: <ol style="list-style-type: none"> 1. Reception And General Telephone Duties, including: <ul style="list-style-type: none"> • Receiving and signposting visitors to the appropriate staff/managers and maintaining the Visitors Register. • Receiving and transferring phone calls to the appropriate staff/managers. 2. Inwards/Outwards Mail for CEHL, including: <ul style="list-style-type: none"> • Collecting and distributing all incoming mail. • Franking outgoing mail, arranging courier collections, and taking mail to post box. • Forwarding emails received at Reception and incoming faxes. 3. Filing, including: <ul style="list-style-type: none"> • Filing electronic documents on the computer system, • Filing paper records and mail. 4. Photocopying, scanning, and faxing documents as required. 	

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5. Participation in mail-outs as and when required.
6. Operating the Housing Referral Database process.
7. Word processing documents and producing Excel Spreadsheets as required.
8. Acting as a central point for Fire Wardens and First Aiders to make emergency telephone call-outs to emergency services.
9. Fully participating in all team meetings, training and learning activities as required.

Generic Responsibilities of All Staff:

10. To comply with all relevant Occupational Health and Safety requirements, and maintain safe working practices to protect your own and other's health and safety.
11. To uphold CEHL's Mission, Vision, and Organisational Values, as detailed in CEHL's website.
12. To abide by all the terms and conditions and requirements specified in the CEHL Enterprise Agreement 2009, including (but not limited to) the obligations relating to:
 - Occupational Health and Safety,
 - Company Equipment,
 - Equal Opportunities, Discrimination, Bullying and Harassment, and
 - Complying with reasonable and lawful instructions or requirements to undertake additional tasks, projects or responsibilities if it is safe and legal to do so and within the skills and competencies of the employee.
13. To take active responsibility in liaison with the line manager for attaining, maintaining or developing own learning, understanding and skills required for this position, including complying with any requirement to attend training courses that CEHL may conduct or provide.
14. To liaise with the line manager to review and update this position description in line with changing business requirements, Business Plan, processes and organizational structure during each Performance Appraisal.

Internal Key Contacts

Administration Coordinator
Human Resources & Compliance Manager
All Divisional Managers and Staff
CEHL Board Members
CEHL Tenants

External Key Contacts

Applicants for CEHL Housing
Contractors working for CEHL
Other visitors and callers including
Government Officials and Ministers,
complaints and enquiries from
members of the public, and caterers.

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Selection Criteria	
Category	Essential Criteria (unless marked 'Preferable')
Qualifications	<ul style="list-style-type: none">▪ Successfully completed VCE or equivalent▪ Business Administration qualification or training (preferable)
Experience/ knowledge	<ul style="list-style-type: none">• Experience of reception duties including receiving visitors (preferable).• Experience of receiving and transferring a large volume of phone calls from a wide range of callers, including the public and people with challenging behaviours.• Experience of multi-tasking a wide range of administration tasks within a busy administration team.
Skills/abilities	<ul style="list-style-type: none">• Good interpersonal and professional communication skills with a wide range of people, in person, by telephone and email.• Good working knowledge of information technology, including databases, telephone systems, mobile phone, Microsoft Office (including Word, Excel and Outlook), internet, photocopier (including scanning documents and sending/receiving fax), and mail franking equipment.• Good administration ability including accurate and efficient filing, data-input, photocopying, telephone and reception work.
Personal qualities	<ul style="list-style-type: none">• Positive and participative team-working approach.• Good time management skills.• Able to work under pressure.• Understanding of Social Housing (preferable).