Position Detail

<table>
<thead>
<tr>
<th>Position Title: Corporate Receptionist</th>
<th>Position Reports to: Executive Assistant to MD &amp; Chair/ Facilities Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Unit: Business and Organisational Performance</td>
<td>Sub-unit: Facilities Management</td>
</tr>
<tr>
<td>Number of Direct reports: 0</td>
<td>Number of Indirect reports: 0</td>
</tr>
</tbody>
</table>

Position and Group Purpose

The purpose of the Business and Organisational Performance Unit is to ensure business performance and organisation capability excellence in support of the organisation delivering an effective performance to stakeholders, including the Commonwealth Government. In addition, this group is responsible for ensuring best practice corporate governance and risk management.

This role is the Director of First Impressions for Dairy Australia and manages the efficient running of the Reception Area and all of Level 3. The Corporate Receptionist will build strong relationships with internal staff and external building management, suppliers and contractors and ensure a positive experience for all clients, visitors and staff on Level 3.

Main Accountabilities

Receptionist

- Greet clients and visitors in a warm and professional manner and notify relevant staff member of guest’s arrival.
- Offer clients and visitors a water/tea/coffee and point out the newspapers available for them to read while waiting.
- Answer all incoming telephone calls promptly. Assist with queries, direct calls and take messages as required.
- Keep up to date with any issues effecting the industry and stakeholders in order to answer queries as well as a list of to direct callers to if we cannot assist.
- Create a welcoming environment in Reception/Foyer ensuring it is kept tidy at all times – newspapers are current, mints are refreshed, chairs straightened, and reception desk is in order.
- Ensure the Dairy Australia Reception Manual is up to date at all times to allow for a temp or other staff member to assist in the event of the Corporate Receptionist being absent.
- Coordinate the reception break/lunch roster and provide reception training for internal & external relief staff.
- Manage Reception Spare Swipe Cards including maintaining an up to date record of where each pass is and then notifying Facilities Management if cards are not returned.
- Allocate car park passes and weekend swipe cards.
- Collect and distribute newspapers daily as well as liaising with the supplier regarding our newspaper requirements.
• Manage the mail system for Dairy Australia including collecting and distributing mail daily, monthly processing of Australia Post invoices and maintaining a supply of Prepaid Express Envelopes/Satchels, recording who these are distributed to for expense allocation.

• Obtain quotes for and book local & international couriers, accept and notify staff of incoming couriers and liaise with the Courier Company Account Managers regarding the account.

• Process incoming and outgoing mail and couriers as required.

• Manage stock and complete stock take for office supplies (kitchens, office stationary, paper, etc.)

• Update and distribute internal telephone lists and floor maps.

• Reception duties including answering phones, booking and confirming appointments and entering of new client details on computer software.

**Level 3 Management**

• Manage the calendar for all Level 3 meetings rooms.

• Coordinate all events/meetings held on Level 3 including room booking, ordering catering, room set up, name tags, room maintenance etc.

• Identifying and where possible resolve or report any Workplace Health and Safety issues on Level 3.

• Act as the Lead Fire Warden for Level 3.

• Maintain staff kitchen ensuring it’s kept tidy; all supplies are stocked up and notices and signs are relevant

• Communicate with Building Management regarding any issues on Level 3 and follow through until issues are resolved.

• Manage all communication with cleaners relaying any issues reported by staff either via the Facilities Management Portal or reported directly to the Corporate Receptionist.

• Participate in relevant training and development activities as an effective team member.

• Other duties consistent with the position where required and/or requested by management from time to time.

**Administration and Office Assistance**

• Order stationery, office supplies and amenities as well as manage communication with suppliers regarding orders, account queries etc.

• Coordinate printing such as Business Cards, letterhead and envelopes.

• Provide ad-hoc or backup administration services to Group Administrators as required, e.g., travel or catering booking, word documents, labels, PowerPoint presentations

• Assist Facilities Management with ad hoc duties as required
Corporate Receptionist
Dairy Australia – Position Description

- Code Invoices for Reception and Facilities Management and assist Finance with payments as required.
- Provide support in the planning and coordination of internal employee events.
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Maintain office security by following safety procedures and controlling access via the reception desk

Specific Position Requirements

Experience/Knowledge/Abilities

Experience
- Sound Experience in a Corporate Receptionist role
- Strong computer literacy, Intermediate – Advance Microsoft Office Skills
- Professional presentation and attitude
- Excellent customer service skills and telephone manner
- Outstanding written and verbal communication skills
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- Strong organisational and time management skills with the ability to juggle multiple priorities
- A proactive and enthusiastic team player, who is also a self-starter who can work independently
- Proven strength in problem solving, and an ability to be resourceful and proactive when issues arise

Key Working Relationships

<table>
<thead>
<tr>
<th>Internal</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership Team and Group Managers</td>
<td>External suppliers and subcontractors</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>Building management</td>
</tr>
<tr>
<td>Personal Assistants/Group Administrators</td>
<td>External visitors/callers</td>
</tr>
<tr>
<td>Facilities Manager</td>
<td></td>
</tr>
<tr>
<td>Human Resources</td>
<td></td>
</tr>
<tr>
<td>Relief Staff</td>
<td></td>
</tr>
<tr>
<td>Behavioral Competencies</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Resilience and Interpersonal skills</td>
<td>Is composed, calm, confident and focuses on solving conflict, not blaming; Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others’ ideas and tries new things.</td>
</tr>
<tr>
<td>Accountability within Judgment &amp; Decision Making</td>
<td>Takes personal responsibility for conduct and the quality and timeliness of work. Makes timely, informed decisions using judgment and taking into account the facts, goals, constraints, and risks.</td>
</tr>
<tr>
<td>Written and Verbal Communication in addition to active listening</td>
<td>Ability to convey information verbally and in writing to foster, encourage and facilitate open communication. Including a strong ability to actively attend to, convey, and understand the comments and questions of others.</td>
</tr>
<tr>
<td>Strategic Perspective with a high level of Conceptual Thinking</td>
<td>Emphasises the broader, longer term and more holistic vision and values of the Dairy Australia as a means of guiding decisions and actions, including the ability to think in terms of abstract ideas.</td>
</tr>
<tr>
<td>Methodical approach and strong prioritisation and organisation skills</td>
<td>The ability to identify possible problems or stumbling blocks, employs a process of breaking complex tasks into manageable segments</td>
</tr>
<tr>
<td>Creative Thinking</td>
<td>Utilising existing knowledge to develop original ways of working, in addition to working with others to brainstorm original, mutually beneficial solutions</td>
</tr>
<tr>
<td>Commitment to Excellence</td>
<td>Actively seeking new ways of working and new way to support the organisation to improve productivity</td>
</tr>
<tr>
<td>Resilience and Interpersonal skills</td>
<td>Is composed, calm, confident and focuses on solving conflict, not blaming; Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others’ ideas and tries new things.</td>
</tr>
</tbody>
</table>

**Flexible Working Opportunities available for this role:** (this assessment is based on factors such as the type of activities the role performed, systems required to be used to perform the role etc. Discussions with manager are required to validate before flex working commences)

- ✗ Remote Working
- ✗ Early start/early finish
- ✗ Part-time
- ✔ Job-share