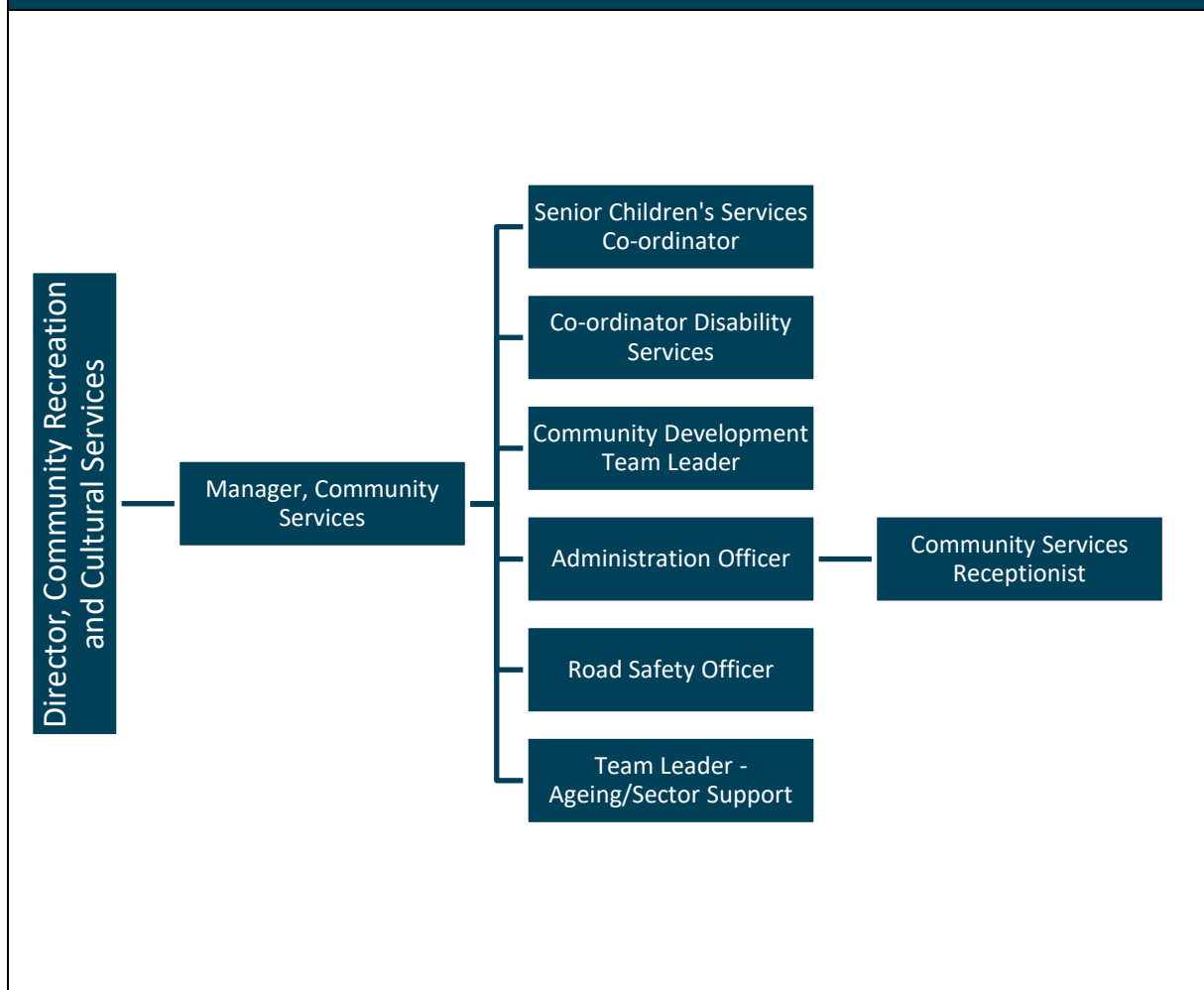


Position Title:	Community Services Receptionist
Position Number:	4129
Division:	Community Recreation and Cultural Services
Section:	Community Services
Grade:	3
Delegations:	Nil
Position FTE Hours:	35

Primary Purpose of Position

Provide high level customer service and administration assistance to the Community Services Team and Community Services customers

Sectional Structure



Selection Criteria

Qualifications/Licences

- Certificate III in Office Administration (or equivalent demonstrated skills)
- Current Class C Drivers Licence
- Satisfactory Criminal Record Check

Skills and Experience

- Experience in a similar role in a customer service and administration environment.
- Demonstrated ability to prepare documentation to a high standard and have advanced typing skills.
- Demonstrated satisfactory level of oral and written communication skills, including the ability to deal with customers electronically and in person.
- Demonstrated broad knowledge of community services or ability to acquire, with the capability to refer customers to the appropriate services.
- Well-developed computer literacy skills in the use of a variety of computer software packages.
- Demonstrated ability to research information from a variety of sources.
- Experience using an electronic records system to compose, title and register documents and also update databases.
- Proven ability to meet deadlines and prioritisation of workload.
- Demonstrated ability to work and contribute as part of a team.
- Demonstrated ability to model Council's key values and desired behaviours.

Key Accountabilities/Duties

- Provide excellent customer service to internal and external customers in a timely, sensitive and professional manner.
- Ensure all information and enquiries for staff are recorded appropriately and provided in accordance with corporate protocols, including any contact details and the enquiry purpose.
- Ensure all visitors sign into the building and are aware of their obligations under Work Health and Safety, including evacuation requirements and identified risks.
- Provide administrative support for programs funded by other levels of government.
- Communicate effectively with the Community Services Administration Officer in all aspects of the role.
- Competently attend to venue booking requirements and cashiering duties for payments of services and bookings.
- Efficiently utilise a range of Council software programs.
- Gather information relevant to the role, produce documentation as required - including the Community Guide and the Gyalang Ganya Procedures Guide, and comply with guidelines.
- Participate in meetings and group discussions and produce documentation from such meetings or discussions as required.
- Maintain a clean and tidy reception area and workspace, ensure amenities are maintained in the building and supplies are sufficient, and operate and clear the dishwasher as required.
- Compile and maintain a lunch roster for reception relief and communicate with staff accordingly.
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time.

Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

Group	Capability
Personal Attributes	Manage Self - Foundational "Does it" <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i> <ul style="list-style-type: none"> • Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
	Ownership - Foundational "Does it" <i>Take responsibility and ownership of work and delivering to quality standards.</i> <ul style="list-style-type: none"> • Takes responsibility for own actions • Completes tasks he/she has agreed to on time • Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly
Relationships	Communicate and Engage - Foundational "Does it" <i>Communicate clearly and respectfully, listen, and encourage input from others.</i> <ul style="list-style-type: none"> • Speaks at an appropriate pace and volume • Uses appropriate body language and facial expressions • Explains things clearly • Allows others time to speak • Shows sensitivity to cultural, religious and other individual differences when interacting with others
	Customer Focus - Foundational "Does it" <i>Commit to delivering customer focused services in line with strategic objectives.</i> <ul style="list-style-type: none"> • Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/community needs
Results	Plan and Prioritise - Foundational "Does it" <i>Plan and organise work in line with organisational goals, and adjust to changing priorities.</i> <ul style="list-style-type: none"> • Understands team objectives and own contribution • Plans and organises own work tasks • Asks when unsure about the relative priority of allocated tasks • Manages time appropriately and re-prioritises as required • Identifies and informs supervisor of issues that may impact on completion of tasks
Technical	Information and Technology - Foundational "Does it" <i>Use technology and information to maximise efficiency and effectiveness.</i> <ul style="list-style-type: none"> • Shows confidence in using the technology required in the role • Uses technology appropriately, in line with acceptable use policies • Completes work tasks in line with records, information and knowledge management policies

Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- Diversity – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Name of Employee	
Signature of Employee	
Date	