

Position Description

Receptionist / Accounts Assistant

Position Details

Position Title	Receptionist / Accounts Assistant
Classification	EMRC Remuneration Band - Level 3
Position Number	A0103A
Basis of Employment	Full Time
Team Name	Business Support - Finance

Position Objectives

- To provide an efficient and customer focussed front-desk reception and telephone service for the EMRC Belmont Office.
- To provide superior customer service support to internal and external customers, ensuring all are handled courteously and efficiently.
- To provide effective administrative functions related to Council and Committee meetings and corporate events and functions.

Within Business Unit

- To ensure that incoming calls are answered professionally and forwarded to the appropriate person in a timely manner.
- To provide effective and accurate assistance in response to enquiries received at reception.
- To ensure that all visitors are welcomed in a polite and courteous manner, and directed without delay to the appropriate person.
- To maintain the front-desk reception and office area to a professional standard.

Organisational Values

The EMRC's values describe what we believe in and how we will operate. All employees are expected to consistently demonstrate EMRC values and display the following behaviours:

Excellence	Striving for excellence through the development of quality and continuous improvement.
Recognition	Valuing employees in a supportive environment that focuses on their wellbeing.
Innovation	Focus on innovative approaches in projects and service delivery.
Responsiveness	Dynamic and flexible service delivery.
Integrity	Accountability and consistency in all that we do.

Leaders ensure that the organisation's values are created and sustained by establishing the Council's strategic direction and providing an environment that encourages all employees to reach their potential in achieving the organisational outcomes.

Key Duties / Responsibilities

Reception Responsibilities

- Answer incoming telephone calls in a professional manner and direct to the appropriate person.
- Accurately record messages and forward to the intended recipient in a timely manner.
- Greet visitors to the organisation and direct to the appropriate person / area in an efficient and customer focussed manner.
- Monitor visitor access, ensuring the visitor log book is completed and security passes are issued as required.
- Assist customers with the resolution of queries and action as required.
- Receive and despatch outgoing mail.
- Arrange courier pick-ups and distribution of courier deliveries.
- Acknowledge receipt of goods delivered to the Belmont office and follow up outstanding orders.
- Ensure the reception area is maintained in a clean and tidy condition at all times.

Accounts / Administration and General Office Support Responsibilities

- Generate routine correspondence.
- Maintain an up-to-date internal telephone list and distribute to all staff.
- Raise requisitions for purchases when required.
- Manage the stock levels of stationery and other supplies for the office, ensuring stock is received and stored on a timely basis.
- Replenish paper supplies to the photocopiers and fax machines on a daily basis.
- Provide assistance with photocopying and binding when required.
- Provide general administrative and secretarial support to EMRC Officers when required.
- Provide support and back up to the Finance Team in areas of Accounts Payable and Accounts receivable and other financial tasks as directed by the Finance Team Leader.

Occupational Safety and Health (OS&H) Responsibilities

- Comply with all Statutory requirements.
- Take reasonable care to ensure their own safety and health whilst at work and that of others.
- Consult and cooperate with Management on matters of Occupational Safety and Health.
- Report all hazards, accidents, incidents and near misses according to the Accident/Incident Reporting process.
- Develop and follow all safe work procedures as directed by the supervisor or as otherwise directed.
- Use personal protective equipment (PPE) as required.

Organisational Responsibilities

- Ensure all documents are created, stored and maintained in accordance with the organisation's electronic Document Management system requirements
- Ensure all duties are performed in compliance with the procedures documented in the Business Management System (BMS) or other more current internal guideline documents.
- Actively seek and report on methods of improving systems of work to ensure continuous improvement.
- Respond to organisational initiatives and assist in the development of the EMRC as directed.
- Represent the EMRC in a responsible and professional manner at all times.

- Comply with the policies and procedures of the organisation at all times.
- Properly organise and manage working time to ensure efficient productivity.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base.

Position Requirements

Competencies

- A sound working knowledge of accounting principles, as they relate to the role.
- Sound knowledge of computerised accounting systems.
- Well developed communication and interpersonal skills, with the ability to liaise comfortably with people at all levels.
- High level of computer literacy and accurate data entry skills.
- Sound numeracy skills.
- Demonstrated ability to pay attention to detail and produce accurate results.
- Ability to work well with systems, processes and procedures.
- Ability to effectively organise own workload and manage priorities to ensure deadlines are met.
- An ability to work effectively within a busy team environment and also to work unsupervised.
- Strong customer services focus with a proactive approach to resolving queries and problems.

Experience

- Previous experience in an accounting environment including debtors and creditors processes and reconciliations (desirable).
- Demonstrated experience with Excel spreadsheets.
- Experience with SynergySoft financial software (desirable).
- Experience with electronic document management system (desirable).

Qualifications

- TAFE or Business College qualifications in Business / Office Administration will be highly regarded.

Organisational Relationships

Responsible to	A0018A – Finance Team Leader	
Supervision of	Not Applicable	
Internal and External Liaison	Internal	All EMRC Management and Employees EMRC Councillors
	External	Postal Workers All Visitors to the Building Members of Public

Extent of Authority

- This position operates under the direct supervision of the Finance Team Leader and has the authority to act within predetermined guidelines, EMRC policy, and as delegated.

Selection Criteria

Essential

- Proficiency in the use of Microsoft Office products, in particular Word, Excel, and Outlook, and accurate data entry skills.
- A sound knowledge of administrative functions and general office procedures.
- Previous experience with switchboard operations.
- Demonstrated customer service skills.
- Excellent communication and interpersonal skills, with the ability to liaise comfortably at all levels.
- Ability to prioritise work load, work under pressure, and maintain a consistent level of professionalism.
- A current and valid WA 'C' class driver's licence (or equivalent).
- Ability to maintain a good standard of personal presentation and take pride in the quality of work performed.
- Ability to work effectively within a team environment, and also to work unsupervised.
- A can-do attitude and a flexible approach to work tasks, and a willingness to learn.

Desirable

- Previous experience in a similar role will be highly regarded.
- TAFE or Business College qualifications in Business / Office Administration will be highly regarded.

Incumbent Undertaking

I acknowledge that I have read, understood, and accept the requirements of the role as described in this position description. I understand that this position description may be amended from time to time to reflect changes to the position.

Name of Employee _____

Signature of Employee _____

Date _____

Date Last Reviewed	July 2020
Reviewed	Manager Human Resources
Updated	Manager Human Resources
Approved	Chief Financial Officer