

Receptionist / Functions Assistant Office of the Chief Executive Officer

(Position Reference: VAC19/19)

Applications Close: 5:00pm Thursday, 5 September 2019

Our Vision

*To be a responsive and innovative leader in assisting Perth's
Eastern Region to be a great place to live, work, play and do
business.*



About EMRC

The Eastern Metropolitan Regional Council (EMRC) is a progressive and innovative regional local government working on behalf of six member Councils located in Perth's Eastern Region:

- Town of Bassendean
- City of Bayswater
- City of Belmont
- City of Kalamunda
- Shire of Mundaring
- City of Swan

Our Vision

To be a responsive and innovative leader in assisting Perth's Eastern Region to be a great place to live, work, play and do business.

Our Mission

The Eastern Metropolitan Regional Council, by partnering with member Councils (and other stakeholders), facilitates strategies and actions for the benefit and sustainability of Perth's Eastern Region.

Our Values

The EMRC places great importance on values. Our values shape the way we make decisions and how we treat each other, and importantly how we deal with the community, our customers and our business partners.

EMRC has 5 core values and they are:

- **Excellence** - Striving for excellence through the development of quality and continuous improvement.
- **Recognition** - Valuing staff 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.

Benefits of Working at EMRC

If you are seeking a supportive work environment that encourages excellence, values staff contribution and responds to employee needs then EMRC is the organisation for you!

We pride ourselves on offering a workplace appealing to all individuals.

Benefits Include:

- Work life balance
- A work environment that supports Equal Opportunity and Diversity
- Free parking
- Regular staff information sessions and networking events are held at the Belmont Office.
- Rostered days off for designated full-time staff
- 9.50% superannuation guaranteed plus 5% matched by EMRC when you contribute 5%
- 17.5% annual leave loading and 4 weeks annual leave
- Health and wellbeing programmes
- Fresh fruit provided in the staff amenities areas at no cost
- Free swim passes.
- Employee Assistance Program.
- On-site shower facilities
- Belmont office close to public transport, shops and restaurants
- Belmont Administration office closure between Christmas and New Year.
- Long Service leave after 10 years (transferable between WA local government authorities)
- Annual remuneration reviews for all staff
- Competitive rates of pay (above Award rates)
- Rewards and Recognition program
- Salary sacrifice on approved items
- Novated vehicle leasing arrangements



About the Position Vacancy

Applications Close: 5:00pm Thursday, 3 September 2019

Receptionist / Functions Assistant

The Eastern Metropolitan Regional Council is a Perth based Regional Local Government providing services in waste management, regional development and environmental management.

- A cash salary of up to \$54,023 per annum (Up to \$62,689 total annual remuneration package)
- Up to 14.50% superannuation and 17.5% annual leave loading
- Work a 19 day month
- Belmont based location

An opportunity has arisen for an enthusiastic and team-orientated professional to join the EMRC in the role of Receptionist / Functions Assistant.

The successful candidate will monitor incoming calls and redirecting to the relevant sections, coordinating mail and courier duties, assisting with workshops and events preparation and general administrative and secretarial duties.

Functions Responsibilities

- Primary responsibility for the Meeting Rooms, Staff Kitchens and Catering Kitchen.
- Maintain the electronic booking system for meeting rooms.
- Coordinate and set up Council and Committee meetings / functions / events and any other external functions approved by the Chief Executive Officer.
- Coordinate catering requirements with external suppliers.
- Undertake a regular stocktake of supplies and beverages within the Catering and Staff Kitchen areas and re-order items when necessary, ensuring compliance with purchasing procedures.
- Maintain equipment storage areas and the Catering Kitchen in a clean and tidy manner
- Physical ability to undertake the manual handling requirements of the role and ensure the correct and proper use of safety equipment and devices provided.
- Provide training to staff for the electronic room booking system when required.
- Prepare routine correspondence as required.

We are looking for a personable and professional individual with experience in reception and administration. You will have a strong customer services focus and excellent communication skills.

To apply please submit a current resume and covering letter addressing the selection criteria as outlined in the recruitment information package.



Apply online <https://www.emrc.org.au/employment/> or via post to Manager HR, VAC 19/19, Recruitment, PO Box 234, Belmont WA 6984

MARCUS GEISLER
Chief Executive Officer

For a confidential discussion about this role please contact Theresa Eckstein, Executive Assistant to the CEO on (08) 9424 2203

The Eastern Metropolitan Regional Council is committed to building a diverse and inclusive workplace. We welcome people from all backgrounds to apply to join us, including Aboriginal and Torres Strait Islander peoples, people identifying as LGBTI, people from culturally and linguistically diverse backgrounds and people with disability



POSITION DETAILS

POSITION TITLE:	Receptionist / Functions Assistant
CLASSIFICATION:	Local Government Industry Award 2010 – Level 3
POSITION NUMBER:	A0103A
BASIS OF EMPLOYMENT:	Full Time
DIRECTORATE:	Office of the Chief Executive Officer
BUSINESS UNIT:	Office of the Chief Executive Officer

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.
- To coordinate the logistical requirements related to the organisation's meeting rooms and staff / catering kitchen facilities.

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.

Administrative and General Office Support Responsibilities

- Generate routine correspondence.
- Maintain an up-to-date internal telephone list and distribute to all staff.
- Order business cards and name badges for new and existing staff, as required.
- 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.



Functions Responsibilities

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- Maintain equipment storage areas and the Catering Kitchen in a clean and tidy manner
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- Provide training to staff for the electronic room booking system when required.
- Prepare routine correspondence as required.

Occupational Safety and Health (OS&H) Responsibilities

- Follow and comply with all Occupational Safety and Health policies, procedures, and guidelines to ensure personal safety and the safety of others is maintained at all times.
- Ensure correct use is made of all equipment provided for safety and health purposes.
- Report all unsafe practices or hazards in the workplace to the appropriate manager and / or OSH Representative.
- Ensure incidents, accidents and near misses are reported to the appropriate manager and / or OSH Representative, using the appropriate documentation.

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.

ORGANISATIONAL RELATIONSHIPS

Responsible to

- A0002A – Executive Assistant to the CEO

Supervision of

- Not applicable

Internal and External Liaison

Internal: All EMRC management and staff
EMRC Councillors

External: Postal Workers
All Visitors to the building
Members of the Public



EXTENT OF AUTHORITY

- This position operates under the direct supervision of the Executive Assistant to the CEO 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.
- Previous experience in the hospitality industry
- Knowledge of safe food handling
- TAFE or business college qualifications in business / office administration will be highly regarded.



Summary of Employment Conditions

Location	Ascot Place Administration Building, 226 Great Eastern Highway, Belmont WA 6104
Hours of work	This position is required to work a minimum of 76 hours per fortnight. Current office hours are 8:30am to 5:00pm, Monday to Friday.
Special Conditions	<p>A current and valid driver's licence covering the class of vehicle/s to be driven in this position must be maintained at all times.</p> <p>The successful candidate must be legally entitled to work in Australia and will be required to provide proof of their eligibility by providing the EMRC with the following documents:</p> <ul style="list-style-type: none"> ▪ Australian Work Visa; and/or ▪ Copy of Australian Citizenship Certificate; and/or ▪ Confirmation of permanent residency; and/or ▪ Birth certificate.
Pre-Placement Medical	<p>Appointment to the position will be subject to the successful completion of a pre-placement medical examination with a medical practitioner appointed and paid for by Council. This will include a:</p> <ul style="list-style-type: none"> ▪ General pre-employment medical; ▪ Baseline hearing test; and ▪ Drug and alcohol screen



How to Apply

Thank you for considering the Eastern Metropolitan Regional Council (EMRC) as your potential employer.

Completing Your Application

To be considered for the position, your application should include the following documentation:

1. Covering Letter

We will evaluate your application against the required competencies, experiences and qualifications as listed in the Position Description. Therefore your covering letter should briefly outline these points.

2. Resume or Curriculum Vitae (CV)

You are encouraged to provide the following information in your resume or CV:

- personal details - including contact details such as your address and telephone number;
- relevant education and professional training undertaken;
- employment history - including dates employed and key duties and responsibilities of each role;
- contact details of at least two suitable business referees.

3. Formal Qualifications / Supporting Documents

Photocopies of your relevant qualification(s), academic records of current studies, and relevant licences should be included with your application. If you are unable to upload the required documents during the on-line application process, please forward hard copies to the Manager Human Resources via mail.

Please do not submit original documents as they cannot be returned.

Who to contact if you have a question

If you would like further information about the recruitment and selection process, please call Human Resources on (08) 9424 2222 or email recruitment@emrc.org.au.

To find out more about a specific position, please call the person nominated in the job advertisement.



Submitting Your Application

Applications must be submitted by the closing date

You may submit your application marked '**Private and Confidential**' via any of the following methods:

EMAIL	recruitment@emrc.org.au
ONLINE	Visit the employment page of our website to submit your application. All attachments must be in Word format. Should you encounter problems lodging your online application, please call the HR department (08) 9424 2275
POST	Addressed to: Manager Human Resources EMRC PO Box 234 BELMONT, WA 6984
HAND DELIVERY	Addressed to: Manager Human Resources EMRC 1 st Floor, 226 Great Eastern Highway BELMONT

Closing Date

Vacancies are advertised for a specific period and cease at the close of business on the date specified in the advertisement. Note however, that we reserve the right to commence recruitment proceedings prior to the stated closing date.

The acceptance of late applications will be at the discretion of the Manager Human Resources in consultation with the relevant business unit Manager or Director.

Application Checklist

Before submitting your application, please check to ensure you have included all the following information:

- ✓ Cover letter
- ✓ A current comprehensive resume
- ✓ Copies (not originals) of supporting documentation (eg. relevant licenses, qualifications etc)
- ✓ Two referees and their contact details
- ✓ Copy of current Australia working visa (if applicable)



The Appointment Process

1. Selection Process

A Selection Panel will consider all applications and the most competitive candidates will be shortlisted and may be considered for further assessment. If you are assessed as being suitable for an interview, you will be contacted by telephone to make the arrangements.

If you have not been contacted within four weeks of the closing date you should consider that your application for the advertised position has been unsuccessful.

2. Interview Preparation

All interview questions will relate to the key responsibilities of the position and the competencies required to successfully perform in the role.

3. During the Interview

During the interview you will be given the opportunity to ask any questions you may have that are relevant to the position and the EMRC. It may help to write these down beforehand and bring them to the interview

4. Reference Checks and Pre-Placement Medicals

Reference checks will be required as part of the selection process, they should be able to comment on your work experience and at least one of your referees should be a recent line manager.

Should you be the preferred candidate for the role, you may be required to undertake a pre-placement health assessment with our preferred medical provider to determine your suitability to carry out the inherent requirements of the job. The assessment will be conducted by our medical provider and will be paid for by the EMRC.

The assessment may include one or all of the following:

- a general health assessment;
- an audiometric (baseline hearing) test; and/or
- a drug and alcohol screen.

Details of the assessment(s) to be undertaken (if any) will be confirmed at the time of interview.

5. Making the Decision

The successful candidate will be contacted by telephone with a verbal offer of employment and to confirm the anticipated commencement date. The formal written offer and contract of employment will be forwarded in due course. HR will sight and take copies of your relevant qualifications and drivers license upon your commencement.

All unsuccessful candidates interviewed will be notified of the outcome in writing.