

Employment

Position Description

Position:	First Impressions Receptionist
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	As per Enterprise Agreement
Status:	As per Contract of Employment
Qualifications:	Qualification in Office Administration and/or relevant experience in administration highly regarded Demonstrated experience in the delivery of excellent customer service is essential

Position Objective(s)

To provide professional, welcoming and friendly reception and administration services to management, staff, consumers, clients, contractors and members of the public in a manner which reflects Lyndoch Living as a professional, customer focused organization.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "seven pillars" have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with 'yes' in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Social Purpose

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

Safety

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

1. Provide a welcoming and professional first impression for Lyndoch Living.
2. Ensure the daily operations of the site's main reception are delivered efficiently and professionally both in person and by telephone.
3. Provide directions to staff, consumers and visitors to various areas of the facility as required.
4. Maintain a record of onsite visitors
5. Provide announcements over the Public Address System as required in relation to activities and emergency situations throughout facility.
6. Manage incoming mail distribution and prepare outgoing mail for collection.
7. Undertake basic monetary transactions.
8. To maintain accurate recording and collation of resident statistical information.
9. Assist with COVID-19 Screening desk operations when required.

Organisational Relationships

- Reports to:** Executive Assistant – Administration Projects
- Supervises:** Nil
- Internal Contacts:** All staff, consumers, clients, families, contractors
- External Contacts:** Members of the public, contractors, service providers, creditors

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilized:

- Advanced reception and administrative skills demonstrating an attention to detail.
- Knowledge and experience with Microsoft applications, in particular Excel and Word.

Management Skills

The following management skills are required to be utilized:

- Plan daily/weekly work according to timelines outlined in work instructions.
- To work with colleagues to resolve problems and to offer solutions.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Understand the importance of the role of a “First Impressions Receptionist” and how it reflects on the organization.
- Commitment to demonstrating the values of The Lyndoch Way in everything you do.
- Capacity to interact empathetically with staff and consumers and communicate effectively.
- Ability to seek and take direction.
- Actively participate in group meetings and be willing to offer suggestions for improvement.
- Understand the nature of group dynamics in a small office environment.
- Ability to work well in a team environment, and to show initiative as appropriate.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures.
- Commitment to ensuring standards of excellence are established and maintained by actively supporting and implement practice in keeping with that Aged Care Standards and Accreditation Agency framework.
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- Participate in annual performance appraisal.
- Respects diversity in values, customs and beliefs.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Innovation and Organisational Development
Date: July 2022