

Position Description

Job Title:	Receptionist
Business Group:	Student Engagement
Section:	Reception
Reports to:	Deputy Director of Student Engagement
Location:	UNSW Campus, Kensington
Date Revised:	May 2022

POSITION SUMMARY

The Receptionist's primary objective is to provide efficient and effective Reception services to external and internal clients of Arc@UNSW ("Arc"), as well as administrative support to Clubs and volunteer programs.

The position holder is responsible for the day-to-day operations of the reception desk and is required to be familiar with various office and administrative procedures. In undertaking these functions the position holder has three key roles as follows:

1. Reception & Customer Service, including Membership.
2. Administrative Assistance including bookings, sending correspondence, promotions, point of sales transactions, maintenance of security, correspondence management and maintenance and management of Arc Vehicle.
3. Maintenance of the Reception intranet.

KEY TASKS & ACCOUNTABILITIES

- Act as the face of Arc; deliver high quality customer service through email, over the phone and in person;
- Administer bookings for Arc's various rooms, resources and services;
- Administer appointments for Arc's Legal & Advocacy services;
- Process payments for Arc's various initiatives including, but not limited to, Membership, Volunteering and Clubs;
- Maintain the mail, vehicles, cash flow records and other administrative documentation;
- Ability to adapt position to needs of Arc and the student body where needed;
- Comply with Arc Workplace Health and Safety (WHS) policy and procedures to actively participate in the achievement of a safe working culture;
- Demonstrate behaviour in accordance with Arc @ UNSW values and Code of Conduct.;
- Actively engage in fair and equitable workplace practices and behaviour to ensure discrimination-free workplace in accordance with legislative requirements;

- Maintain an awareness of Arc's environmental policies and procedures minimising the impact of Arc's business on the environment.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

SELECTION CRITERIA

- Demonstrated experience and proven face-to-face customer service background;
- Strong communication skills, both verbal and written with demonstrated high level of accuracy and attention to detail;
- Strong interpersonal skills, with an emphasis on the ability to liaise with a wide range of people from all levels within, and external to, the Arc;
- Demonstrated experience in maintaining a high level of discretion, integrity and confidentiality when dealing with sensitive issues;
- Willingness to work independently and in a team environment;
- Ability to multi-task and display initiative;
- Ability to follow established procedures;
- Demonstrated punctuality and ability to work to a set roster;
- Demonstrated flexibility, including the ability to adapt to and work effectively within a variety of situations and attend after hours team meetings;
- Strong ethical and professional work attitude
- Knowledge of WHS and Ethical Practice, along with the ability to apply these principles in the workplace.

POSITION RELATIONSHIPS

REPORTING RELATIONSHIPS

Manager

Front Office Coordinator
Deputy Director of Student Engagement
Senior Wellbeing & Projects Coordinator

Reporting to this Position:

Nil;

KEY RELATIONSHIPS

Internal

- All Arc Staff

External

- UNSW staff
- UNSW students

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects

mentioned above may be altered in accordance with the changing requirements of the role.