



Position Description

Position Identification			
Position Title:	Receptionist		
Direct Reports	0	Indirect Reports:	0
Position Number: (from HRIS)	1097	Effective Date:	2/03/2018
Location:	Various		
Scope of Practice:	Not applicable		
Delegation of Authority:	Not applicable		
Agreement/Classification HR use only*	Merri Health Enterprise Agreement 2022 <ul style="list-style-type: none"> Clerical Worker Grade C, Year 5 		
Organisational Context			
Divisional:	Impact		
Program:	Quality and Customer Experience	Unit: Reception Services	
Organisational Chart	<pre> graph TD Manager["Manager, Quality Customer Experience"] --- TL["Team Leader, Reception Services"] TL --- Receptionist["Receptionist"] TL --- Relations["Reception & Client Relations, Dental"] </pre>		
Position Summary			
<p>The Reception Team plays an important role, being the first point of contact for people arriving at Merri Health' various sites. Exemplary customer service skills are required in the execution of their duties to engage with clients, contractors, visitors, students and Merri Health (Merri) employees in an expedient and professional manner.</p> <p>This Receptionist role will be based at Merri Health's various sites and will provide reception and general administration support to multiple programs located at these sites.</p> <p>This role is essential in providing front of house support for Merri Health services and to support the efficient and professional delivery of health care and administrative practice at Merri.</p>			
Position Accountabilities			



Position Description

Responsibilities	<ul style="list-style-type: none">• Opening/closure of the office as required• Answer and transfer phone calls in a prompt, courteous and professional manner and take accurate messages when required• Provide an efficient and responsive reception function and create an exceptional customer experience for clients, contractors, visitors, employees and students• Meet and greet all incoming visitors, ensuring all visitors are registered and provided with the appropriate passes/access• Provide a wide range of administrative support to the applicable program areas, including but not limited to filing, photocopying, printing, mail merges, correspondence, creating spreadsheets, scheduling client appointments• Process and distribute all incoming/outgoing mail on a daily basis• Ordering/stock management of site stationery, printers, paper supplies, kitchen supplies, Myki card, Voucher/Gift cards, Cab Charge and receipt books• Coordinate the booking, catering, setup and pack up of conference/meeting rooms as required• Ensure that the front of house office and reception area is kept at a professional standard• Coordinate the processing of petty cash requests and undertake regular account reconciliations• Assist the Site Manager with site management issues• Other duties within the incumbent's skills and experience as directed by the Team Leader, Reception Services following consultation with the relevant program areas.
Safety and Risk	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none">• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks. <p>Physical Inherent Requirements (PIR)</p> <ul style="list-style-type: none">• Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions• Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes• Sound upper limb joints, with the ability to withstand repetitive upper limb activity• May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none">• Be proactive in risk identification, notification and management.• Comply with Merri Health's policies and procedures• Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and is committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and</i></p>



Position Description

	<i>Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.</i>
Capabilities	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.
Key selection criteria	
Essential	<ul style="list-style-type: none">• Experience in reception and/or administration support role preferably in a similar organisation• Capacity to work collaboratively with internal and external stakeholders to achieve organisational goals• Excellent interpersonal, written, verbal and listening communication skills• High level customer service skills including capacity to communicate with visitors from diverse backgrounds and with special needs• Demonstrated IT skills including intermediate-advanced experience with Microsoft Office• Ability to juggle multiple tasks, prioritise and manage time effectively• Knowledge of Confidentiality and Privacy protocols
Desirable	<ul style="list-style-type: none">• Qualification in business administration• Knowledge of and experience in the Community Sector• Ability to speak a relevant community language• Experience in working with people from culturally diverse communities
Checks, Licences/Registration	<ul style="list-style-type: none">• National Police check• Current full or probationary drivers licence• Statutory Declaration• Immunisation Category B• Right to work in Australia