



JOB DESCRIPTION RECEPTIONIST/ADMINISTRATOR

Position Title:

Receptionist/ Administrator

Service and Location:

Family Works, Campbell Cleland Centre, 26 North Street, Timaru.

Hours of Work:

20 hours per week, Wednesday from 12.30pm to 5.00pm, Thursday and Friday from 9.00am to 5.00pm (these hours may change from time to time to cover leave arrangements).

Primary Function:

To provide efficient and effective administration, reception and support services, for the Family Works team.

Responsible To:

Family Works Manager

Functional Relationships:

Chief Executive Officer
Family Works staff and contractors
Senior Receptionist Administrator (Family Works)
Family Works clients
General public, other social service organisations

Approved By:

Michael Parker, Chief Executive Officer

Date Written:

January 2014

Date Reviewed

August 2017

Agreed To By: Name: _____

Signature: _____

Date: _____

Job Description

The Receptionist/Administrator will provide efficient and competent reception and administration services in computer data entry, word processing/secretarial, clerical and support services as required by Family Works, Presbyterian Support. South Canterbury.

Qualifications and Experience Required

- Competence in Microsoft Word, Excel, Access and Publisher, and ability to provide documents accurately and efficiently.
- Additionally applicants will need to become competent in PowerPoint.
- Competence in the use of the Internet and Email.
- A warm and friendly approach to clients and staff combined with excellent telephone skills.
- Competence in the use of office machinery including photocopying, fax, and ability to troubleshoot.
- Familiarity with general office administration including file management and ability to develop and implement new systems.
- Familiarity with quality and health and safety systems.

Personal Qualities

- A commitment to co-operating with others in an effort to achieve team goals.
- Ability to work alone when required.
- Displays initiative by identifying what needs to be done without being asked.
- Remains calm in pressure situations.
- Demonstrates a keenness and ability to learn and apply new skills.
- Is conscientious and reliable.
- A commitment to quality improvement.
- Aware of the importance of ensuring confidentiality when dealing with personal and private information.

Key Responsibilities

Expected Outcome

- | Key Responsibilities | Expected Outcome |
|--|--|
| 1. Provide administrative and clerical support to Family Works team. | 1.1 Respond to requests from Family Works Manager and staff for clerical support in a timely manner. |
| | 1.2 Respond to emails, faxes and telephone enquiries. |
| | 1.3 Attend meetings and record accurately and type minutes within agreed timeframes. |
| | 1.4 Database entry of client details on client management system (Paua) including new referrals, exiting clients, client evaluation forms. |
| | 1.5 Petty cash, money received and EFTPOS system handled securely and effectively. |
| | 1.6 Maintain effective booking system for meeting and counselling rooms, and vehicles. |
| | 1.7 Distributing inward mail and ensuring outward mail is ready for pick up. |
| | 1.8 Complete invoices for counselling and follow up outstanding accounts monthly. |
| 2. Provide clerical support for coordinators and facilitators of Family Works programmes (this includes Parenting, Afterwards and Social Workers in Schools programmes). | 2.1 Programme material printed as required. |
| | 2.2 Correct information maintained for all courses including enrolments, venue bookings, catering, resources, evaluations. |
| | 2.3 Publicity information current, sufficient and displayed appropriately. |
| | 2.4 Pre and Post administration tasks for Incredible Years Programme. |
| 3. Carry out reception duties maintaining a client focussed approach. | 3.1 Greet personal and phone callers appropriately. |
| | 3.2 Maintain and impart good knowledge of Family Works Services. |
| | 3.3 Maintain knowledge of other services in community. |
| | 3.4 Maintain record of whereabouts of Family Works staff. |
| 4. Maintain general oversight of building. | 4.1 Stationery and incidental supplies ordered promptly as approved by Family Works Manager. |
| | 4.2 Maintain all supplies to keep services Functional e.g. stationery, tea room supplies. |
| | 4.3 Monitor cleanliness and tidiness of building; maintain kitchens, waiting area and file room appropriately. |
| | 4.4 Liaise with contractors e.g. cleaners, electricians where required. |
| | 4.5 Liaise with Presbyterian Support's grounds and property staff re buildings and gardens, where required. |
| 5. Actively participate in Presbyterian Support and Family Works Quality Programme. | 5.1 Maintains own quality work environment. |
| | 5.2 New and updated policies circulated and filed. |
| | 5.3 Maintenance of Client Management System. |
| 6. Actively participate in Presbyterian Support's Health & Safety programme. | 6.1 Participates annually in Fire and any other relevant Health and Safety training, deputising as Fire Warden as required. |
| | 6.2 Is familiar with Accident Reporting and Hazard Identification requirements. |
| | 6.3 Is responsible for ensuring work environment is safe. |
| | 6.4 Maintains safe work practices. |
| 7. Ensure total confidentiality and security of | 7.1 Ensures confidentiality of clients' personal and |

Key Responsibilities**Expected Outcome**

information is maintained in line with Presbyterian Support's organisational policies including confidentiality, computer use and security.	7.2	private information. Ensures confidentiality of computerised information.
	7.3	Ensures security of building.
8 Undertake development activities as agreed with Family Works Manager.	8.1	Personal development plan implemented.
9. General.	9.1	Any other duties as may be required by the Family Works Manager.