

ABORIGINAL HEALTH COUNCIL OF SA LTD.
ABORIGINAL HEALTH – OUR HEALTH, OUR CHOICE, OUR WAY

JOB AND PERSON SPECIFICATION

Position: Reception and Travel Officer
Classification Code: AHCSA Level 2 (\$61,064.44 1.0 FTE)

JOB SPECIFICATION

1.0 Summary of the broad purpose of the position, in relation to the organisation's goals

The Reception and Travel Officer contributes to the vision of the Aboriginal Health Council of South Australia Limited (AHCSA) of all Aboriginal people enjoying a *high quality of health and well-being*. The Administration Team does this by providing a professional and confidential administrative service to AHCSA Executive Management, AHCSA staff, Board of Management, students, sub committees and other stakeholders that increases the capacity of AHCSA to act as the peak body for Aboriginal Health in South Australia.

2.0 Reporting/working relationships

This position is accountable to the General Manager of Operations or Similar. This position works in close collaboration with all members of the Administration Team and works closely with all members of staff and the public. This position will be an ideal entry level position for a trainee. As part of the Corporate Services Team this position includes reception duties, provides administration support to other members of the Administration Team and all stakeholders listed at 1.0 above.

A requirement of this position is the establishment and maintaining of positive and close working relationships with all stakeholders.

3.0 Special Conditions

- Intra and interstate travel, including overnight absences may be required.
- Possession of a current driver's license is essential.
- Out of normal hours work may be required.
- Criminal history check is required.
- Six-month probationary period will apply.

4.0 Statement of outcomes and associated activities

The Reception and Travel Officer is responsible for:

Customer Service

- a) Providing an excellent standard of reception duties as directed
- b) Maintaining careful records of incoming deliveries, dispatches and telephone messages

- c) Ensuring incoming calls and enquiries are dealt with promptly and in a professional and courteous manner
- d) Processing incoming and outgoing mail, facsimiles and emailing of messages in a timely manner
- e) Providing relevant information in response to enquiries from the public, member services, stakeholder organisations and staff

Administrative Duties

- a) Coordinating staff travel arrangements which includes travel, accommodation, cab vouchers and travel allowance
- b) Taking minutes and preparing action lists
- c) Coordinating meetings and events
- d) Assist the administration team to cater for meetings and events
- e) Collating background papers for meetings
- f) Providing data entry
- g) Issuing cab charges
- l) Undertaking other duties as requested and deemed appropriate within the capacity and responsibility of the role

Team Membership

- a) Supporting other members of Administration team when required
- b) Contributing to organisational continuous quality improvement and compliance
- c) Assisting with the review of administrative systems, processes and procedures
- d) Diary management
- e) Contributing to the promotion and implementation of the principles of Equal Opportunity, Workplace Health & Safety by adhering to the relevant legislation, organisational policies and procedures
- f) Contributing to compliance and continuous quality improvement

5.0 Statement of Key Performance Indicators

Customer Service

- Duties commence by 8.30am each working day due to students arriving for class at that time.
- Dishwasher emptied, check tea coffee sugar canisters are full
- Greet customers and visitors warmly, with a smile and promptly within 2 minutes of them presenting to reception
- Messages on answering machine are retrieved, distributed and then deleted by 9.00am on daily basis
- Over the phone messages taken and passed on accurately and in a timely manner with all the information required to make contact. First and last name phone number and where they are calling from and reason for call.
- Answer the phone professionally within three rings
- Maintain vehicle whiteboard and registers on a daily basis which includes filing of booking forms
- Maintain an accurate cab charge register for all cab charges issued
- Maintain an accurate Toll register for all couriered parcels ex AHCSA
- Incoming mail to be collected, recorded and distributed by 10.30am on daily basis on share point
- Outgoing mail to be recorded and posted by 4.00pm on daily basis on share point
- Communication log on share point is to be filled in as especially when things are needing to be actioned all the information needs to be written there to refer too if you happen to be absent so we can action as necessary
- Be knowledgeable about AHCSA's services and programs in order to provide accurate and timely responses to customer enquiries, including transferring calls appropriately
- Maintain a warm, friendly environment – no gossip or inappropriate talk, no sitting on desks
- All courier deliveries are receipted and distributed in a timely manner
- Record all collections
- Make sure all emails are responded to or forwarded on to the appropriate person once the message has been taken if you haven't been able to get the staff member on the phone.
- Make sure all purchase orders are completed and invoices are placed either on the purchase order or sent to dext for finance to marry up the invoice and purchase order for payment.
- Keep the reception area neat and tidy free of rubbish and boxes making sure any dishes are taken back to the kitchen so there is no clutter on your desk.

- Get to know AHCSA teams and what each team member does at AHCSA this will help with triaging calls and who to put the call through too. HR will be able to provide you a list of staff and their roles, this will help.
- Create a spread sheet to keep track of Travel and where you are up to on share point so if for some reason you might be absent someone else can look and complete anything left unfinished. Especially if the travel request is urgent or last minute.
- Communicate with the general manager of operations and Administration and Finance Support Officer you will work closely with these staff members
- Priorities your work load

Administration Duties

- Travel requests are processed within 48 hours, or immediately for urgent travel
- Prepare travel allowance and provide to finance within 5 working days of travel
- Take accurate minutes and action lists and distribute in timely manner before next meeting
- High accuracy data entry
- Making sure the door is locked at 5pm with key on the wall
- All lights in the reception area are switched off
- Air-conditioner and or heater turned off before leaving
- Tv in the Healing garden is switched off before leaving
- Door to cupboard with company car keys is locked before leaving
- I-pad at reception is covered over with black cover before leaving

Team Membership

- Attend staff meetings, Admin and Finance team meetings and other meetings as much as practicable
- Assist other members of Admin and Finance team as required or directed

PERSON SPECIFICATION – SELECTION CRITERIA

6.0 ESSENTIAL CRITERIA

6.1 Educational/Vocational Qualifications

- Willing to undertake qualifications in business administration

6.2 Personal Abilities/Aptitudes/Skills

- Ability to work with Aboriginal communities and their leaders, respecting culture, values and ways of doing business
- Ability to deal appropriately with sensitive issues and maintain a high level of confidentiality
- Ability to work independently with guidance
- Ability to work effectively as part of a multi-disciplinary team
- Demonstrated high level English language skills, with the ability to communicate clearly and effectively, both verbally and in writing
- Ability to analyse problems and identify possible solutions
- Ability to multitask efficiently

6.3 Experience

- a) Experience in dealing with enquiries from clients and the public and in providing excellent customer service
 - b) Handling clerical and administration tasks
 - c) A basic knowledge of computerized systems (such as Microsoft Office) and a willingness to learn
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6.4 Knowledge

- a) Basic knowledge of the principles and practices associated with Work Health & Safety

7.0 DESIRABLE CRITERIA

7.1 Educational/Vocational Qualifications

- a) Nil
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7.2 Experience

- a) Experience working within the Aboriginal Community Controlled Health Sector
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7.3 Knowledge

- a) Knowledge of Aboriginal culture and societies
- b) Respect of Aboriginal culture
- c) Knowledge and understanding of the role and functions of the AHCSA Ltd
- d) Understanding of Aboriginal health and well-being issues

Acknowledged by Occupant

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Print name	Signature	Date
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