

<b>POSITION TITLE:</b>	<b>Corporate Receptionist (Afternoon shift)</b>			
<b>POSITION NUMBER:</b>	<b>400546</b>			
<b>DEPARTMENT:</b>	<b>Corporate Services</b>			
<b>INCUMBENT:</b>	<b>Vacant</b>			
<b>Rev</b>	<b>Date</b>	<b>Revision Description</b>	<b>Amended By</b>	<b>Approved By</b>
ORIG	Feb 10	New position – same as Corporate Receptionist (Morning shift)	Sheryl Turner	Michael O'Rourke

**PURPOSE:**

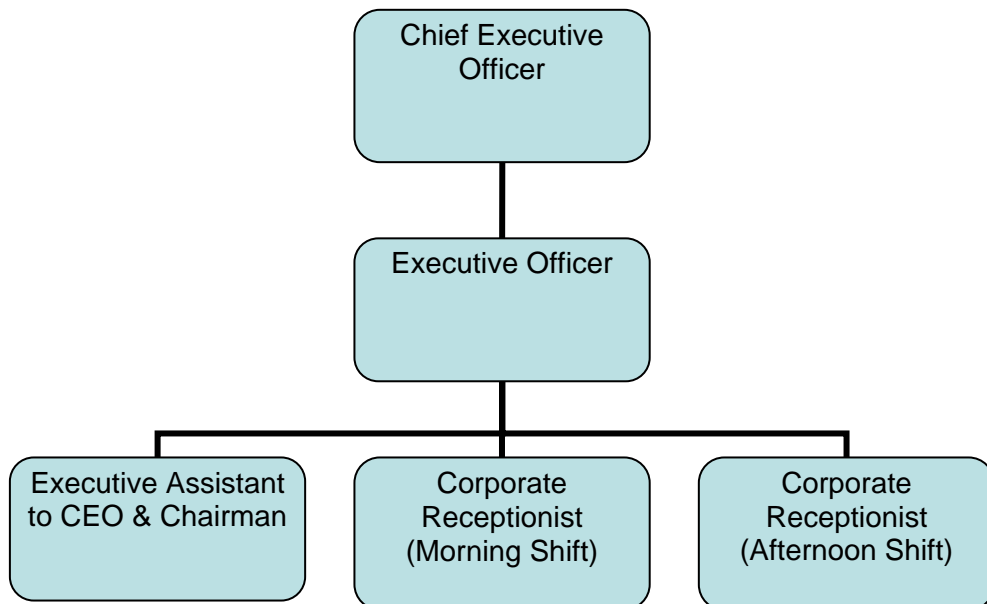
The purpose of this role is to deliver a confident, professional and welcoming customer service to all visitors and callers to Stanwell.

**PRINCIPAL ACCOUNTABILITIES:**

<b>Principal Accountability</b>	<b>This is achieved by doing the following</b>
1 Front office reception	<p>Receive corporate visitors and notify staff of their arrival.                      Ensure all visitors sign in and out, issue access passes and deliver safety briefings.                      Accept and direct incoming and redirected calls through switchboard.                      Ensure telephone messages are conveyed without delay.                      Ensure front office reception area is professionally presented at all times.                      Training reception relief personnel as/when required.                      Promote the culture of Stanwell through extending professional and courteous hospitality to all internal staff and visitors.</p>
2 Coordinated use of shared facilities	<p>Allocate car-parking bays on a temporary basis and advise dock master.                      Liaise with Mailroom Administrator to ensure meeting rooms are cleared between meetings.                      Facilitate coordination of meeting room bookings.                      Ascertain and coordinate meeting room requirements for visitors from other offices.                      Assist with preparation of meeting rooms and associated equipment, as required.                      Accept delivery of catering and distribute to meeting rooms.</p>

<p>3. General Administrative Support</p>	<p>Provide administrative support to key business areas as required (to be managed by the Executive Officer). This may include but is not limited to:</p> <ul style="list-style-type: none"><li>• Assisting with and maintaining quality business records, files and documentation;</li><li>• Preparing and processing business letters, faxes, reports, presentations and other documentation;</li><li>• Receipting &amp; profiling of invoices using document management systems;</li><li>• Travel bookings; and</li><li>• Specific assignments as directed.</li></ul>
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## ORGANISATIONAL CHART:



## DIMENSIONS:

This position provides the face of Stanwell for all visitors to its corporate office and liaises with all Brisbane office staff and staff from other offices. It is required to develop and maintain cooperative working relationships with other service areas of the organisation as well as with external service providers.

## CHALLENGES:

The role encompasses a number of responsibilities and it will be important for the incumbent to be able to prioritise tasks and respond appropriately to changing business demands. The priority for this role is coverage of the reception area and switchboard at all times.

## DECISION MAKING AUTHORITY:

Appropriate handling and direction of incoming calls.

- **DECISION EXPECTED**  
Determine nature of call and direct accordingly.
- **RECOMMENDATIONS EXPECTED:**  
Establishment and ongoing improvement of administrative systems and processes.  
Maintaining good working relationships with all Stanwell staff.

## TECHNICAL EXPERTISE:

- Ability to receive and direct a high volume of calls across an NEC switchboard / PABX system.
- Demonstrated high level of verbal communication skills
- Computer literacy, including familiarity with Microsoft Word, and an understanding of Microsoft Outlook as a tool to manage time and resources

## SKILLS, KNOWLEDGE AND EXPERIENCE:

- **SKILLS/ KNOWLEDGE**
  - Ability to communicate effectively at all levels of the organisation and with external callers and visitors;
  - Ability to maintain professionalism in difficult situations.
  - Evidence of ability to display confidence and use initiative; and
  - Demonstrated competency in literacy and numeracy.
- **EXPERIENCE**
  - Previous experience in professional or corporate reception; and
  - Office administration.

## WORKING RELATIONSHIPS:

INTERNAL	EXTERNAL
<p>Work as a team the Executive Office.</p> <p>Provide support to management and other staff.</p> <p>Liaise with visitors from other Stanwell locations.</p>	<p>Visitors to be treated with courtesy and professionalism.</p> <p>Telephone callers to be dealt with promptly and efficiently.</p> <p>Contractors.</p> <p>Stockland (building owner) and Wilson carpark staff (Dockmaster).</p> <p>AFP staff (building security).</p>

**PLANNING:**

Daily tasks.

Coordination of shared resources.

Input to team / division planning.