

POSITION DESCRIPTION

RECEPTIONIST / ADMINISTRATIVE SUPPORT

The Chinese Community Social Services CCSSC Limited (CCSSC) is committed to the provision of culturally responsive and high-quality community and residential care for elderly members of the Chinese-speaking community in the State of Victoria (Chinese-Victorian community). We also offer professional welfare services in migrant settlement as well as disability. We achieve our mission by attracting and retaining the best staff.

Responsible to: General Manager and delegates

Basis of Employment: Full Time/Part Time

POSITION OBJECTIVES:

The Receptionist / Administrative Support is responsible for delivering daily reception and administrative support to ensure the efficient and effective provision of office support services.

The purpose of the role is to:

- Act as the primary contact for all enquiries, responding professionally and promptly via face-to-face interactions, telephone, email, and written correspondence.
- Provide administrative support to the Administrative Team as part of daily operations.

KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to Receptionist / Administrative Support:

- 1.1. Meet and greet clients/visitors.
- 1.2. Answering and directing calls.
- 1.3. Actioning emails from a shared administrative inbox.
- 1.4. Updating of workstation and CCSSC's staff phone list & office contacts.
- 1.5. Coordinating the management of CCSSC's motor vehicles' usage, repair and maintenance.
- 1.6. Coordinating the management of the Contractor Cleaners.
- 1.7. Managing and maintaining stock levels for office supplies, kitchens, and function rooms.
- 1.8. Monitoring the meeting rooms booking, usage status and maintaining tidiness.
- 1.9. Provide general office support to staff as requested.
- 1.10. Record and stamp outgoing mail in readiness for the afternoon post.
- 1.11. Distribute courier deliveries and open, date stamp, record and distribute incoming mail and faxes as required.
- 1.12. Reporting and follow-up of all maintenance required for the office.
- 1.13. Liaise with suppliers and other external providers as required.

- 1.14. Assisting with Administrative team with daily administrative tasks.
- 1.15. Filing, photocopying, and archiving papers/documents.
- 1.16. Coordinate catering arrangements for regular events.
- 1.17. Assisting with the organisation of annual and special events.
- 1.18. Other ad-hoc duties as required.

2. Teamwork

- 2.1 Work as a member of CCSSC's team and carry out your duties in a manner that reflects the mission and values of CCSSC.
- 2.2 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 2.3 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.
- 2.4 Actively contribute to the establishment and maintenance of constructive relationships within the organisation.

3. Continuous Improvement/Quality Management

- 3.1 Ensure compliance with CCSSC's policies and procedures.
- 3.2 Support a culture of continuous improvement and program evaluation.
- 3.3 Contribute to the success of CCSSC as a leading aged care and welfare service provider.

4. Health and Safety

- 4.1 Adhere to Health and Safety regulations, policies and procedures.
- 4.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and participants.
- 4.3 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and reports any breakdown or requirements to Maintenance team.
- 4.4 Demonstrate awareness of health and safety law and safe manual handling as relevant to position.
- 4.5 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate.
- 4.6 Participate in training and education sessions regarding occupational health and safety.
- 4.7 In the event of accidents or incidents that involve staff, participants or volunteers, accurately complete accident/incident forms as may be required and report to the management team.
- 4.8 In the event of hazard identification, complete relevant form and report to management team.
- 4.9 Immediate reporting to management team of notifiable issues e.g. key risks to the organisation.

5. Professional Responsibilities

- 5.1 Comply with all Privacy Legislation requirements and CCSSC confidentiality policy when communicating any and all information pertaining to participants, volunteers, staff and the operations of CCSSC.
- 5.2 Consistently exercise appropriate professional judgment in all decisions made that are related to the daily operation and the reputation and interests of CCSSC.

- 5.3 Assist in the development of organisation and a positive attitude to participants' participation across the organisation.
- 5.4 Maintain abreast of current practice and trends in quality management systems as they relate to the required accounting standards and provision of aged care services.
- 5.5 Recognise the need for, and actively participate in continuing education and development.

6. Other Duties

- 6.1 To participate in and contribute to other activities of the Centre as required.
- 6.2 Perform other duties as delegated by the Senior Management and CEO.

ESSENTIAL REQUIREMENTS

To competently perform in this position, the person should possess the following knowledge, skills and experience:

- Strong verbal communication skills in English, Cantonese, and Mandarin, as well as proficient written communication skills in English and Chinese, are essential for this role.
- Previous reception and/or administration experience is advantageous.
- Experience in Healthcare / Aged care setting is desired.
- Friendly and pleasant personality with great customer service and interpersonal skills.
- Self-motivated with the ability to prioritise and organise, with attention to detail, and manage workload and time well when under pressure.
- Demonstrate intermediate to advanced level experience using Microsoft Office.
- Have a high attention to details.
- Good organisational and administrative skills.
- Demonstrated ability to work collaboratively as an effective team member and respond flexibly to changes in work priorities, showing initiative and doing what is required to achieve team goals, and the ability to work independently.
- Current driver licence

PHYSICAL REQUIREMENTS

Requirement	Frequency		
	Infrequent 0% to 25%	Frequent 25% - 75%	Continuous 75% - 100%
<i>Whole body and lower limb movement</i>			
Standing and walking		X	
Sitting at desk <i>Carrying out documentation or administration requirements</i>		X	
Climbing <i>Ascending or descending stairs or ladders</i>	X		
Bending and Crouching <i>Bending at waist level, crouching to floor level</i>	X		
Kneeling	X		
Balancing		X	
<i>Upper body and upper limb movement</i>			
Reaching, stretching and twisting (forward, side and above) <i>Reaching in all directions and ability to twist at the waist</i>		X	
Grasping/Finger Movement <i>Pinching, picking and typing to hold onto objects</i>			X
Repetitive Motions <i>E.g., typing</i>			X
<i>Sensory</i>			
Hearing and speaking <i>Maintaining hearing acuity, understanding and interpreting conversations at a distance of up to 1 meter</i>			X
Visual Perception <i>Maintaining 20/40 vision (using correction if required), seeing and recognising objects, reading documents, discriminating between colours, determining depth perception.</i>			X
Smell <i>Distinguishing odours and identifying hazards</i>			X
Handling and Feeling <i>E.g., finger dexterity, hand-eye coordination, full hand and wrist movement, perceiving attributes of objects or participants by touching</i>			X