

## Position Description

### Role Details

Role:	Reception and Administration Officer
Reporting To:	Business Operations Manager
Work Location:	Sydney
Status:	Part-time (21 hours per week – Monday, Tuesday and one other day)
Award Classification:	Level 3.1 Above Award Annual rate of \$59,982, pro rata \$35,989 for 0.6FTE (plus superannuation and salary sacrificing) Social, Community, Home Care & Disability Services Award 2010

### Role Purpose

The purpose of the Reception and Administration Officer is to provide reception and administrative support to all members of the PWDA team in order to facilitate a high level service for clients.

The Reception and Administration Officer is part of the PWDA team and works to provide professional and confidential administration services to support effective operations and day-to-day functioning. The Reception and Administration Officer will be essential to ensuring the service is perceived by clients as accessible, friendly and welcoming.

The role will provide reception support to staff to ensure the smooth running of the PWDA office. The Reception and Administration Officer is generally the first point of contact with the public. As such it is essential that they are pleasant, courteous, highly professional and able to interact with a wide and diverse client group. The Reception and Administration Officer will work proficiently and collaboratively with all staff.

### Responsibilities & Main Duties

#### Reception

- Meet and greet clients and PWDA office visitors and provide exceptional customer service.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner and clear and accurate messages are taken when required.

#### Administration

- Assist the Business Operations Manager to identify, establish, improve and maintain administrative processes.

- Manage and record the issuing and returning of temporary and permanent security passes.
- Manage the administration of Qantas Carer Cards.
- Manage bookings for flights and accommodation.
- Assist in administrative functions for meetings and events, including catering.
- Ensure adequate supplies of consumables, such as stationary, printer and kitchen supplies.
- Coordinate incoming and outgoing mail.
- Assist with equipment management and maintenance.
- Assist in the induction of all new staff with regards to administrative processes
- Update and maintain the staff list.

### **General Housekeeping**

- Assist in the housekeeping of the reception area and ensure the kitchen and reception area are left in a clean and tidy state at the end of each day.
- Ensure all toilets have an adequate supply of consumables provided each day.
- Ensure that rubbish bins are put out each week and brought back in the following day.
- Assist in keeping the meeting rooms tidy with adequate consumables.

## **Selection Criteria**

### **Essential**

- Demonstrated experience working in an administrative and/or reception role within a similar environment.
- Demonstrated experience with the Microsoft Office suite.

### **Desirable**

- Personal or family experience of disability.
- Previous experience in the health, community or legal services sector.

*PWDA reserves the right to alter this position description from time to time in accordance with the needs of the organisation.*

## Other Job Requirements

- Working with Children Check.  
*PWDA is a registered employer under the Child Protection (Working with Children) Act, 2012. The successful applicant must be approved under the Working with Children Check prior to taking up appointment.*
- NSW Police Check.  
*PWDA receives funding from Ageing, Disability and Home Care (ADHC), NSW Department of Families and Community Services (FACS) under the Disability Inclusion Act 2014. The successful applicant must be approved under the NSW Police Check prior to taking up appointment.*
- Intra and interstate travel and occasional international travel may be required.
- Six month probationary period.

## Application Processes

For more information about this role, please contact:

Maja Bulut  
 Email: [recruitment@pwd.org.au](mailto:recruitment@pwd.org.au)  
 Phone: (02) 9370 3100 or 1800 422 015  
 TTY: 1800 422 016

Submit your application, with your preferred contact details to Maja Bulut by email on [recruitment@pwd.org.au](mailto:recruitment@pwd.org.au).

If you need to submit your application in an alternative format, please contact [recruitment@pwd.org.au](mailto:recruitment@pwd.org.au) or by phone on (02) 9370 3100.

Your application needs to include:

- Your full resume, including the names and contact details of 2 professional referees.
- A letter (maximum 3 pages) outlining how you meet the selection criteria.

**Applications close at 9am on Monday 3 June 2019, however applications will be reviewed on receipt and applicants are encouraged to apply as soon as possible.**

Please indicate in your application if you need PWDA to make any reasonable accommodations for you during the application and selection process for this position.

*PWDA is a proud employer of people with disability, and people with disability are strongly encouraged to apply for these positions. We are an EEO employer and we embrace the diversity of our people, such as diversity in disability, race, cultural background, ethnicity, age, gender identity, sexual orientation or intersex status.*