



Position Description

POSITION:	Front Desk Receptionist/Administration
HOURS:	22 hours per week
DAYS:	Monday – Friday (excluding Wednesday)
ENQUIRIES:	Office Manager, Balla Balla Community Centre Email: finance@ballaballa.com.au Phone: (03) 5990 0900

1. POSITION OBJECTIVES

- Responsible for all aspects related to front desk office administration.
- Provide professional reception, customer service and administrative support to the public, BBCC members, staff, volunteers and all relevant stakeholders.
- Provide support to build BBCC marketing.
- Provide ongoing operational liaison and support and promote awareness of the Centre in the wider community and encourage community involvement at all levels.
- Provide information to support services and referrals as required.

2. KEY RESPONSIBILITY AREAS

- Undertake and perform all duties required in relation to front desk administration.
- Develop procedural documents as required.
- Update and maintain organisational information and data.
- Undertake activities to promote and market BBCC and associated programs.
- Development of appropriate marketing resources eg; flyers and all business material required.
- Develop, promote and monitor service standards and procedures for BBCC, with a focus on duty of care, ethical standards, timeliness and efficiency.

Day to Day Operations

- Provide a professional reception service and excellent customer service.
- Update and maintain the organisations information and data.
- Ensure all emails to admin@ballaballa.com.au are responded to in a professional and timely manner.
- Undertake all tasks required in the provision of BBCC programs and activities.
- Maximise participation and community member involvement in BBCC and its programs and activities.
- Maintain and ordering of all supplies as required.
- Develop, maintain and implement adequate information resources and BBCC promotional material.
- Ensure facilities and equipment is maintained in a clean, safe and healthy manner, and arrange maintenance and replacement within budgetary constraints as required.
- Ability to prioritise and manage multiple tasks in a busy work environment.
- Undertake duties as required.

Finance

- Collect and record all monies collected as part of the front desk administration.
- Undertake end of day banking reconciliation.

Human Resource

- Support BBCC staff and users, including tutors, volunteers, and students on placement with the purpose of maintaining and fostering a team approach.
- Encourage the involvement of volunteers at BBCC.
- Take all steps to provide a safe working environment in accordance with the *Occupational Health and Safety Act 2004*.

3. ORGANISATIONAL RELATIONSHIP

Report to: BBCC Manager

Internal Liaisons: Staff, volunteers, students on placement, members/users of BBCC and Community Groups.

External Liaisons: General public, local businesses, community organisations and local residents.

4. CONDITIONS OF EMPLOYMENT

Conditions of employment are as per the Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016, Schedule 3A.

Permanent Part time position - approximately 22 hours per week.

5. QUALIFICATIONS

- The successful applicant would need to have a working knowledge of all programs in Microsoft Office Suite.
- Previous Office Administration experience is an advantage.
- Certificate III in Community Services or equivalent would be an advantage

6. ADDITIONAL KNOWLEDGE IN THE FOLLOWING

- MailChimp
- Word Press
- Survey Monkey
- Social Media Platforms

7. INHERENT PHYSICAL REQUIREMENTS

- Use a computer
- Communicate clearly
- Drive a vehicle
- Ability to lift 20kgs and assist with equipment set up

8. CHECKS REQUIRED

- National Criminal Police Check
- Working with Children's Check
- Valid Victorian Drivers Licence
- Certificate of Covid 19 Vaccination
- First Aid Certificate

These checks must be provided, and remain current for the duration of employment.

In accordance with Federal Government legislation, a three month probation period applies.

9. KEY PERFORMANCE INDICATORS

- To maintain the reception area to a high standard and provide quality customer service.
- To provide professional administrative support to all staff, volunteers and stakeholders.
- Administrative duties associated with the delivery of programs & activities throughout the term.
- Accurate and up to date maintenance of organisations information and data.
- Administrative procedures in place to support volunteers and students.
- Develop all marketing requirements as requested.