

POSITION DESCRIPTION

Position title:	Trainee Receptionist
Division:	Sales, Membership and Marketing
Location:	Unley, South Australia
Reports to:	Manager, Membership
Functionally liaises with:	All staff
Date Prepared:	March 2022



Business SA
Chamber of Commerce
and Industry South Australia

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Working for your business.
Working for South Australia

PRIMARY OBJECTIVE

To provide the first point of contact within Business SA and provides a pivotal role in greeting visitors. This role will also provide general administration and organisational support services to ensure the efficient and effective operations of Business SA.

RESPONSIBILITIES

- The professional administration of all calls (incoming external and internal) through the switchboard, routing calls to the correct area of Business SA to meet the callers' needs.
- Greeting visitors for Business SA and our tenants, facilitating their access to the relevant staff and assisting visitors attending functions, events and meetings.
- Manage staff and visitor access to Business SA's secure office area.
- Liaison with various suppliers including couriers and taxi companies for pick ups and deliveries.
- Taking messages for Business SA staff.
- Ensure marketing collateral stocks in the reception area are at an expected level & the area is kept in a tidy manner.
- Administer the calculation and transfer of various expenses data, including courier and pool vehicle costs to electronic spreadsheets in preparation for internal charge back.
- Various ad hoc administration tasks, including data entry into the CRM, assistance with labelling and/or mail inserts and generally assist other business units with administrative tasks as required and as directed by your Manager.
- Performs any other duties which you are capable of performing, as required by the organisation.

The role is expected to adhere to Business SA's Purpose and Values in dealing with internal and external stakeholders, members, and clients.

BUSINESS SA PURPOSE

To advocate for the economic prosperity of South Australia and help local businesses succeed.

BUSINESS SA VALUES

- Trust:** We are honest and transparent in all that we do
Agility: We are flexible and embrace better ways of doing things
Service: We support business and each other with a can-do approach
Knowledge: We understand and learn, so that we can better advise and inform



ACCOUNTABILITIES

- Provide a professional and quality service to enhance the professionalism of Business SA
- Ensure administrative services are provided in a timely and accurate manner
- Ensure time is used in an effective manner through communication with Manager, Membership & Partnership

KEY COMMUNICATIONS

- Internally, the position has daily contact with the Manager, Membership & Partnerships regarding critical support issues, as well as daily contact with internal staff members.
- Externally, the position has daily contact with external visitors.

HEALTH AND SAFETY RESPONSIBILITIES

- The employee must ensure whilst at work that reasonable care is taken for their own health and safety and that their acts or omissions do not adversely affect the health and safety of other people.
- The employee must comply with any reasonable instruction that is given by Business SA and co-operate with any reasonable policy or procedure of Business SA relating to health or safety in the workplace.

COMPETENCIES

- **Build positive work relationships:** use appropriate methods and flexible interpersonal style to assist in building cohesive and effective operational working relationships within the organisation and with external parties.
- **Communication skills:** clearly convey information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Creative thinking:** ability to think and act innovatively and resourcefully, anticipate opportunities for improvement, challenge traditional assumptions and solve problems creatively.
- **Customer service:** ability to develop and maintain positive client relationships and ensure the delivery of a consistent, efficient and high-quality service.
- **Decision making:** make sound and timely decisions in accordance with Business SA's vision, mission, goals and values giving consideration to all relevant factors and potential broader impact.
- **Ethics and integrity:** interact in an open and honest manner and consistently demonstrate objective, impartial and fair behaviour.
- **Gaining commitment:** use appropriate interpersonal style and techniques, adapting behaviour to accommodate tasks, situations and individuals involved to gain acceptance of ideas or plans.
- **Individual learning:** be open and responsive to feedback and demonstrate an ongoing commitment to professional development and improvement.
- **Initiating action:** ability to be pro-active and take prompt action to accomplish objectives and achieve goals.
- **Interpersonal skills:** ability to build and sustain relationships, resolve conflict, handle negotiation effectively and develop collaborative working relationships in an environment where there is a conflict of priorities or use of resources.
- **Managing work:** effectively manage one's time and resources to ensure that work is completed efficiently and to quality standard.
- **Personal versatility:** ability to be flexible and adaptable to changes in role and responsibility.
- **Problem solving:** objectively identify the causes of a problem and propose potential, often innovative, solutions to the problem, which will be agreeable to multiple parties or individuals and, where necessary, evaluate the outcome.
- **Quality orientation:** ensure that consideration is given to quality outcomes in the performance of all tasks.

- **Results orientation:** ability to consistently achieve work objectives consistent with Business SA's vision and mission.
- **Safety orientation:** ability to understand and apply safety management principles.
- **Teamwork:** actively participate as a member of a team to move the team toward the completion of goals.
- **Work Standards:** setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential Selection Criteria:

- Literacy skills to a Year 10 level
- Numeracy skills to a Year 10 level
- Switchboard Operation experience
- Language skills to a Year 10 level
- Sound knowledge of IT skills such as Outlook, Word and Excel
- Excellent customer service experience
- Present and conduct oneself in a professional manner
- Ability and willingness to assist with a variety of tasks
- Act professionally with people of all levels (including senior management and key stakeholders both internal and external to the organisation).
- Ability to provide an administrative and a business support service in a dynamic business environment within a small team.
- Attention to detail and the ability to work quickly, prioritising competing requests and meeting deadlines
- Ability to act with discretion and treat confidential information appropriately

ACKNOWLEDGEMENT

I, _____, have read, understood and accept the responsibilities and accountabilities as documented in this position description.

Employee Name:

Manager Name:

Signature:

Signature:

Date:

Date: