

BURDEKIN COMMUNITY ASSOCIATION INC.

Position Description

POSITION:	Receptionist
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 1
Status:	Permanent full-time
Hours:	76 hours per fortnight
Accountable to:	Chief Executive Officer
Date:	March 2025

Organisational Environment

The Burdekin Community Association Inc. (BCA) is a not-for-profit, incorporated association and registered charity, which strives to fulfil the unmet social, welfare and health needs of the Burdekin community.

A wide variety of community services are delivered by the BCA to the Burdekin Shire. Since establishment in 1975, BCA has evolved to become one of the largest community service organisations in the region.

Position Overview

This multifaceted role requires a significant level of self-motivation, enthusiasm and flexible work ethic. The successful undertaking and completion of the position's varied activities are crucial to the ability of the association to function smoothly and achieve its aim as a provider of community services, in accordance with the BCA's Vision and Purpose.

The incumbent is required to liaise with many people, both internally and externally, providing professional, effective and efficient services, whilst ensuring the administrative requirements of the association are also satisfied.

Purpose of the Position

The purpose of the position is to provide professional, effective and efficient Reception services, whilst ensuring the highest commitment to internal support for the Chief Executive Officer and other BCA personnel.

Primary Duties and Responsibilities

- Provide exceptional customer service by phone and front desk reception to clients and visitors. Including being approachable, polite, friendly and helpful and promptly disseminating incoming inquiries to staff.
- Manage service bookings, office and meeting room hire.
- Provide general assistance and support to BCA personnel including mental health professionals.
- Conduct orientation with subcontractors, visiting service providers and other room users.
- Maintain Burdekin Centre for Rural Health (BCRH) and Burdekin Community Rehabilitation Centre (BCRC) stationery and consumables stocks, storage and distribution.
- Receipt payments and process petty cash claims adhering to BCA claiming procedures.
- Ensure the reception area, communications room, kitchen, meeting room, front of buildings are clean and tidy. Perform basic cleaning duties and take out/bring in rubbish and recycling bins as required.
- Maintain information kits and brochures. Ensure that Centre signs, posters, flyers are up-to-date.
- Oversee photocopier paper level, maintenance and servicing as required.
- Maintain registers, raise invoices, data entry into excel and/or MYOB as required.
- Provide assistance to the CEO and other employees and perform additional duties as required.

Position Requirements / Key Selection Criteria

1. Relevant qualifications and/or experience in Administration.
2. Certificate III in Business Administration is desirable.

3. Provide a high and consistent level of service to, and communicate openly and effectively with clients, associates, colleagues and visitors.
4. To actively participate in the promotion of a team environment.
5. To act in a polite and courteous manner and professionally at all times. Understand and adhere to the values of the BCA and the professional service boundaries therein.
6. To attend and actively participate in relevant training programs and meetings as required.
7. High level of organisational skills, initiative and self-motivation to perform tasks within specified time frames under limited supervision.
8. Experience in working independently and as part of a flexible multi-disciplinary team to ensure the smooth operation of support services to clients.
9. Demonstrated commitment to quality practices based on strong work ethic, empathy, fairness, flexibility and confidentiality.
10. Good knowledge and understanding of contemporary human resource management issues including policies and procedures, working team relationships, workplace health and safety, conflict resolution and anti-discrimination; and demonstrated commitment to their application.
11. Demonstrated high level of ability in general office administration, including the use of computers and office equipment, and proficiency in Windows based software programs including Microsoft Office Suite (Word, Excel, Publisher, Outlook and PowerPoint).
12. Hold a current Qld 'C' Class Drivers Licence.
13. Possession of or access to a registered and comprehensively insured vehicle.
14. Hold a Qld Blue Card, NDIS Worker Screening Check or National Police Check or be able to obtain one.

Reporting Requirements

The Receptionist will maintain regular working contact with the Chief Executive Officer.

Amendments to this Position Description

This Position Description may be amended on the mutual agreement of the parties (Chief Executive Officer and Receptionist), to provide for any major unanticipated issues.