

Position Description

Position Title:	Receptionist
Division:	Customer Service and Rostering Team (CSRT)
Reporting To:	Customer Service Team Leader
Direct Reports:	Nil

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

Position Description

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The Customer Service and Rostering Team (CSRT) is the face of Northcott, providing top notch customer service and support to our customers, families and staff on a daily basis. The CSRT can be considered the nucleus of Northcott, managing enquiries, new customer set ups, and coordinating rosters to ensure our customers get the services they need, when they need them.

The CSRT is a team driven by their shared passion for high levels of customer satisfaction. With a strong team culture and common value base, CSRT understands the importance of working together to achieve their KPIs, and proactively solve problems to best meet the needs of our customers and staff.

KEY OBJECTIVE OF THE POSITION:

- To provide high quality customer service along with management of the front desk duties on a daily basis and to perform a variety of clerical tasks.
- To welcome and support visitors and staff at Northcott's Parramatta office while offering administrative support across the organization

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Previous Reception experience is preferred.
- A pleasant and warm personality with a big smile.
- Exceptional phone manners and etiquette.
- Ability to communicate using non-verbal methods to cater for our customers' needs or willing to learn this skill.
- Understanding of the NDIS framework and its customers.
- Excellent verbal and written communication skills in English.
- Self-motivated and able to work with limited supervision within a team environment.
- High organisational and time management skills.
- Ability to manage emergencies and stressful situations.
- Confident to work with a wide range of internal customers and external suppliers.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Proficient with Microsoft Office and computer skills.
- Previous experience as a receptionist is preferred.
- Experience with office equipment with a can do attitude.
- Effective communication skills with strong customer service focus.
- The ability to identify sensitive information and apply appropriate levels of confidentiality.

DELEGATION LEVEL

Customer Focus / External Contact

- Ensure all parties receive a positive welcome to the office and are treated respectfully at all times.
- Primary customers/contacts will be all staff within Northcott, customers, visitors and external suppliers

Relationship Building

- Initiate, develop and maintain good working relationships with employees and suppliers

- A positive and outgoing attitude, a natural ability to develop relationships
- Maintain open and effective communication

Problem Solving

- Use flexible approaches to achieve optimum business outcomes
- Make decisions within generally established policies and procedures
- Manage situations that arise in a calm and controlled manner and escalate where necessary
- Ability to work autonomously and show initiative to assist others when required
- Work collaboratively as part of team
- Listen and accept guidance and feedback from the team's seniors and leaders.

System Knowledge

- Ability to learn and understand key components of utilized systems like telephony systems and Pool car application.

DUTIES

The typical duties of this position include:

Visitors & Callers:

- Ensure all callers & visitors are treated in a manner that reflects positively on Northcott. Ensure the visitor's book is completed.
- Ensure that all telephone calls are answered promptly and professionally. Take messages where needed and ensure these reach the right people swiftly.

Front desk duties:

- Manage incoming deliveries and ensure recipients are contacted immediately to arrange collection
- Arrange appropriate courier services as required using preferred supplier.
- Keeping front desk tidy and presentable with all necessary material

Security:

- Ensure that building security procedures are adhered to.
- Ensure that the overall integrity of the building relating to security is adhered to by being observant and vigilant including reporting breaches to the team leader.

Pool Vehicle Bookings:

- Maintain oversight of pool vehicles and manage key distribution/collection using pool booking system
- Ensure that the correct details and records are maintained.

Parking

- Manage visitor parking spaces allocated at Parramatta office.

Mail

- Manage incoming mail each morning
- Process outgoing mail each afternoon
- Maintain banking in a secure location for collection when applicable

Additional duties:

- Perform other administrative duties as required by management.
- Provide support to the other areas of Northcott as required.

Position Description

- As requested by authorised staff, arrange Cab charge where required for staff or clients.
- Ensure the highest level of confidentiality for all matters that pass through the reception area, including messages and information relating to personnel.
 - Ensure that handover information is given to shift staff on Reception and that staff are fully briefed at shift changeover.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.