

POSITION DESCRIPTION

Receptionist

Organisational Context

FSPL is a public entity that operates under a Constitution, which includes the Civic and Cultural Charter developed jointly by the State Government of Victoria and Melbourne City Council. Our vision is to be internationally recognised as Melbourne's inspirational public place where visitors come to celebrate, learn, innovate and connect. We desire to be an iconic destination that delivers visitors a memorable experience.

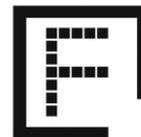
Our actions, words and behaviours are guided by a core set of values that form the foundation of everything we do: *community commitment, integrity, leadership, innovation, team work.*

Role Description

The Receptionist is an integral part of the Corporate Services team, responsible for providing high level customer service and front of house reception duties. As the face of Fed Square for visitors, contractors and the general public, you will be required to respond to enquires in a timely manner and keep informed of events and activities at Fed Square at all times.

You will also be required to undertake a range of administrative duties for the broader organisation, including but not limited to, email management, filing and archiving, overseeing stationery supplies and maintaining administrative databases within the organisation.

Reports to	<i>Executive Assistant/Business Support Officer</i>	Direct reports	<i>none</i>
Key internal relationships	<i>Executive and Management Teams FSPL staff FSPL visitors</i>	Key external relationships	<i>Contractors FSPL tenants General public</i>



FSPL Values

Our actions, words and behaviours are guided by a core set of values that form the foundation of everything we do.

Community Commitment	<ul style="list-style-type: none">➤ Aspire to be a stronger and healthier society through supporting for the diverse community in our actions and decision making➤ Consider ways to be inclusive through accessibility and the promotion of harmony and engagement in our behaviours and actions
Integrity	<ul style="list-style-type: none">➤ Demonstrate the organisation's value➤ Act honestly and transparently in all our practices, ensuring compliance with legal, governance and policy requirements➤ Demonstrate trustworthiness in the sincerity of our actions and dealings➤ Be accountable in delivering on expectations and outcomes and communicating openly and honestly
Leadership	<ul style="list-style-type: none">➤ Inspiration through passion and animated influence➤ Demonstrate commitment to quality service, systems, experiences, safety and sustainability➤ Establish and monitor performance goals which support the organisational strategy➤ Drive for results through high performance ensuring goals link back to organisational strategy and adjust with the needs of the business
Innovation	<ul style="list-style-type: none">➤ Creativity in bringing new ideas to life➤ Boldness in applying innovation to the business➤ Flexibility in embracing change and adapting to new challenges
Teamwork	<ul style="list-style-type: none">➤ Take pride in our work and shared outputs, including with contractors➤ Show respect for each other and our differing personalities and styles: build positive working relationships within own team and other areas to help achieve team/ department goals➤ Support each other and show sensitivity to individual interests and priorities➤ Demonstrate resilience in working to achieve goals➤ Strive for balance combining hard work with a fulfilling personal life

Key Responsibilities and Accountabilities

Provide best practice customer focused receptionist duties by:-

- greeting visitors with a positive and welcoming attitude,
- responding to visitors in a timely and courteous manner,
- providing knowledgeable and informative advice to deal with visitor enquiries,
- answering and redirecting incoming telephone calls with a high emphasis on customer service,
- managing "delay time" for calls waiting to be answered,
- ensuring all enquiries are proactively addressed and followed through.



Assist the administration of Fed Square Pty Ltd by:-

- recording and redirecting inwards correspondence,
- managing Fed Square's general 'info email inbox' by responding and redirecting enquires in a timely manner,
- arranging outwards correspondence and deliver to the post office daily,
- arranging couriers as required,
- typing letters and memorandums as required,
- assisting with office administration, general clerical duties and provide back up support and assistance as required,
- event filing and archiving
- maintaining the customer feedback register, ensuring responses are provided within suitable timeframes,
- ordering office stationery as required
- overseeing the maintenance of kitchen supplies and other consumables,
- taking RSVP's for periodic events,
- providing hospitality services to visitors and guests as required,
- maintaining knowledge of and being pro-active in relation to Fed Square's policies and procedures
- overseeing Fed Square's 'National Day Flag Program' which includes liaising with different consulates and community groups,
- assisting with FSPLs accounts administration if required,
- providing adhoc administration support to the broader organisation.

Skills & Experience

- Excellent verbal communication skills
- A pleasant and positive attitude and professional presentation
- A customer focused approach to service delivery
- Reception experience in a fast paced environment
- Enthusiastic and pro-active approach to tasks with a "can do" attitude
- Ability to handle a busy switchboard and front of house activities simultaneously
- Excellent typing skills and knowledge of MS Word
- Good time management skills and ability to multitask
- Ability to work autonomously at times