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| Position title: | Receptionist |
| Reporting to: | Health and Wellbeing Program Leader |
| Location: | 285 – 287 High Street Preston 3072 |
| Commitment | 1 – 4 days per week |
| Hours: | 9am – 2:30pm Monday to Thursday |
| Overview: | To provide a warm, welcoming and professional reception to everyone either calling or coming into DIVRS. In this role you are the face of DIVRS  I addition the reception role includes ensuring the reception area and surrounds are kept tidy, registering client’s visitors as procedures require, a range of administrative tasks and actively participating in the emergency relief team. |
| Position Purpose | * To provide support to the management and running of the Emergency Relief program * To maintain confidentiality at all times when managing files and data, and always operating within Organisation policies, procedures and standards and the relevant Government legislation, laws and Acts. |

**About DIVRS:**  
DIVRS offers a service that is:

* Free
* Confidential
* Impartial
* Independent
* Recognizes clients’ rights to make their own decisions

DIVRS’ programs are designed to support and strengthen communities and increase community participation across the whole of Darebin. Core functions undertaken by the organisation include the provision of information, referrals and support through our Emergency Relief program. The Emergency Relief program also has a heavy focus on aiding food insecurities, providing the community with regular access to fresh and non-perishable food, as well as personal care items. Other programs include TAC L2P Program, Urban food program, includes the delivery and development of the Darebin Fruit & Veg Squad and Backyard Basics Projects, No Interest Loans Schemes (NILS), TAX HELP, and finally our Volunteer Resource Program, which offers volunteer and training opportunities throughout Darebin. The organisation is governed by a Committee of Governance who employs the Executive Officer to be responsible for the day-to-day management of the organisation.

**Duties and Responsibilities:**

**Customer service**

Ensure everyone entering the office is greeted in a professional manner and registered appropriately ensuring staff are notified when appointments arrive

Communicate at all times in a responsible and professional manner across all forms of communication. Answer questions and assist as appropriate.

Handling all telephone calls by answering promptly courteously and in a professional manner. Ensuring that telephone calls are transferred as appropriate or queries are answered and recorded on our CRM

Assist clients with general information and to record this assistance in our CRM

Scheduling and confirming client appointments.

**Data management, record keeping and email**

Develop a strong understanding of the different IT systems that are used

Ensure that the reception emails are responded to in a timely manner or forwarded to the appropriate person.

Ensure data is up to date in the CRM system and to assist with data entry and reporting as required.

**Office management / general**

Keeping the reception area clean and tidy by complying with procedures, rules, and regulations.

To assist the Health and Wellbeing Program Leader with projects and tasks as required

To attend and take minutes at team meetings

Ensuring that printed information is available to clients and record usage of printed information. Order additional information as required

Ensure all staff and volunteers have adhered to the sign in and out procedures and are given a name tag

**Useful Qualifications / skills:**

* Telephone Skills
* Excellent Communication
* Listening
* Professionalism
* Customer Focus
* Organization

**Other:**

* To have read, understood and agreed to comply with the policies and procedures of the organisation.
* To have an understanding of the relevant acts, laws and legislation that impact the handling of fresh food within the organisation. This includes the Occupational Health and Safety Legislation 2004.
* To work co-operatively with staff members and volunteers involved with DIVRS programs.
* To report to Health and Wellbeing Program Leader or DIVRS’ manager to any concerns or issues regarding risks in the area of fresh food.

**Hours of Work and Conditions:**

The position is on a voluntary basis.

* are expected to assist a minimum of one 5 hour shift per week. Shorter shifts may be negotiated with the (insert) coordinator and will be determined case- by –case.
* The term of this volunteer position is subject to performance and the needs of the organisation.
* It is expected that both parties provide two weeks’ notice regarding leave and changes to availability. This must be provided to the Coordinator in writing.
* Immediate termination can also occur due to unsatisfactory conduct or breech of our policies or procedures.

**Training and Appraisal:**

* All team members must attend at least one training session per year as organized by the organisation.
* Any team member undertaking or participating in a course of study may request an exemption from attending certain training sessions.
* To assist with organisation planning and evaluation, all staff are required to participate in the annual appraisal process.

**Police Check and Working with Children Check:**

All team members may be asked to undertake a police check and working with children’s check before commencing duties with the organisation.

**Grievance Procedure:**

If a grievance arises be prepared to follow the organisation’s Grievance Procedure.

**ACCEPTANCE OF THIS POSITION DSCRIPTION**

I will subscribe to this **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ POSITION DESCRIPTION**. I will, upon appointment and prior to the commencement of duties, sign this Emergency Relief Reception position and copies shall be retained by the organisation management and myself.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:

Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Management, staff, volunteers and contractors at DIVRS)