



## Position Description

<b>1</b>	<b>TITLE</b>	RECEPTIONIST
<b>2</b>	<b>AWARD</b>	Local Government Industry Award 2020
<b>3</b>	<b>DEPARTMENT/SECTION</b>	ADMINISTRATION

### **4 POSITION OBJECTIVES**

#### **4.1 Objectives of Position**

- Provide customer service for the Shire of Shark Bay in the area of reception.
- Assist with other office functions as required.

### **5 REQUIREMENTS/SELECTION CRITERIA**

- 5.1 Developed verbal and written communication skills with a high level of attention to detail, accuracy and confidentiality.
- 5.2 Demonstrated experience in the areas of time management, working autonomously and within a team, organisational, initiative, problem solving.
- 5.3 Developed numeracy and cash handling skills.
- 5.4 Understanding of general office administrative procedures and equipment.
- 5.5 Developed computer and keyboard skills including working knowledge of Microsoft applications (Excel and Word).
- 5.6 Hold a current "C" or "CA" class driver's license.
- 5.7 Hold a current National (or Federal) Police Certificate. Cost to be reimbursed by the Shire of Shark Bay on appointment.

## **6 KEY DUTIES/RESPONSIBILITIES**

### **6.1 Cashier/Reception**

- Provide service in response to all customer enquiries.
- Receipt payments received.
- Answer or redirect customer requests/enquiries.
- Maintain control of switchboard and telephone enquiries.

### **6.2 Library**

- Maintain library stocks and controls including book exchanges.
- Complete any necessary statutory library returns.
- Maintain library records.
- Provide advice for library users.
- Acts as the library complaints and requests officer.

### **6.3 General**

- Daily mail duties registering any incoming cheques/monies received from the mail and process outgoing mail.
- Process travel and accommodation bookings.
- Order stationery and cleaning stock as required.
- Any other duties which are within the employee skills and ability as directed by the Manager Finance and Administration and the Chief Executive Officer.

## **7 ORGANISATIONAL RELATIONSHIPS**

**7.1 Responsible to** Manager Finance and Administration  
Chief Executive Officer

**7.2 Supervision of** Nil

### **7.3 Internal and External Liaison**

**Internal** All Council Staff

**External** General Public  
Ratepayers and Electors  
Relevant Government Departments  
Councillors

## **8 EXTENT OF AUTHORITY**

- Work within confines of standards and procedures, under the supervision of the Manager – Finance and Administration and the Chief Executive Officer.