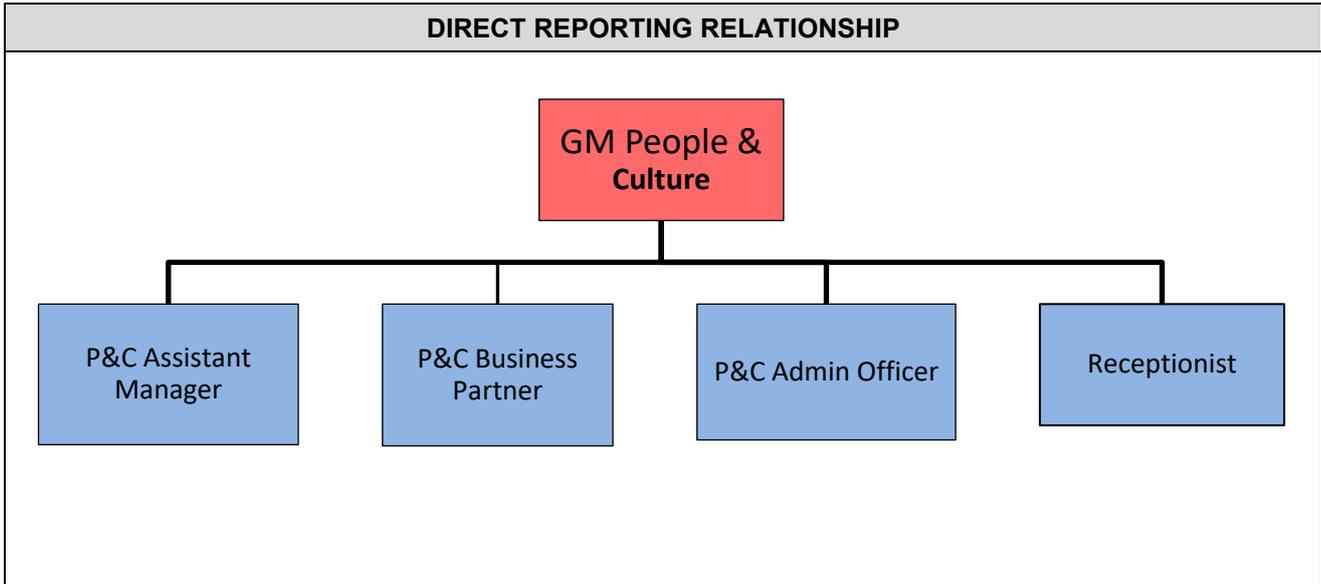




POSITION	WORK LOCATION	POSITION DESCRIPTION COMPLETED
Casual Receptionist	SLSNSW Headquarters - Belrose	March 2025
REPORTS TO:	DIRECT REPORTS:	DEPARTMENT
General Manager People & Culture	N/A	People & Culture

PURPOSE STATEMENT
<p>Manages main inbound line for the organisation answering incoming calls and handling enquiries. Provides information regarding the organisation to the general public, members and other surf lifesaving entities via phone and email and where necessary directs to the appropriate staff member. Attends to visitors and manages deliveries and courier requests. Provides administrative assistance to the People & Culture team, The PA to CEO and other areas of the business as required.</p>

SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> • Strong administration skills – organised, thorough, systems orientated with attention to detail • Ability to communicate appropriately at all levels • Confidentiality • Previous Reception experience and an administrative background • Intermediate to excellent levels of computer literacy. Demonstrated experience using Microsoft Office including Word, Excel, Outlook and PowerPoint, Teams. • Proactive and have a positive outlook • Punctual and reliable • Excellent personal presentation skills • Excellent written and verbal communication skills • Ability to multitask and prioritise • Ability to work autonomously and as part of a team • Customer service orientated • Possess a “can do” attitude with strong initiative • Willingness to assist the business as required • Flexibility and willingness to cover the main Receptionist when absent with short notice, or for planned periods of annual leave 	<ul style="list-style-type: none"> • Understanding and knowledge of Surf Life Saving



KEY OUTCOMES (KRA)	
Outcomes	Key Activities
KRA 1: Reception	<ul style="list-style-type: none"> • Managing the organisations inbound calls and directing queries to the relevant staff member • Opening and closing procedures of the building ensuring all lights are off and doors alarmed and secured. • Monitoring visitors and deliveries • Attending to internal staff requests for assistance
KRA 2: Front Desk operations	<ul style="list-style-type: none"> • Regularly accesses the info@surflifesaving.com.au email address and distribute emails to appropriate staff members • Maintaining incoming and outgoing mail processes, express post supplies and related record keeping • Reception area is clean and tidy at all times • Maintaining a well-groomed and professional appearance • Welcoming on-site visitors ensuring visitors book is used • Maintaining reception processes and various administration systems • Regularly updating contact lists, phone list and organisation charts • Ordering stationery and other ad hoc items as required • Maintaining kitchen facilities (dishwasher and coffee machine) • Assisting with warehouse operations including managing space, and receiving and coordinating deliveries • Booking couriers in a timely manner and reconciling details weekly • Managing Reception related expenses and lodging invoices in the Prospend platform
KRA 3: Portfolio Administration Support	<ul style="list-style-type: none"> • Assisting with new staff onboarding to prepare welcome packs • Assisting various departments with binding and photocopying, • Assisting with lunch/catering coordination for staff meetings and company events when required • Providing coverage for the main Receptionist when absent

PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
KRA 1: Reception	<ul style="list-style-type: none"> As the first point of contact, answer telephone enquiries promptly in an efficient, friendly and professional manner Obtain caller's name, company (if appropriate) and reason for calling before transferring call Calls for the CEO transferred promptly to the PA to the CEO Take accurate and appropriately detailed messages and forward to relevant staff member immediately
KRA 2: Front Desk Operations	<ul style="list-style-type: none"> info@surflifesaving.com.au mailbox is organised and tidy; emails distributed to correct staff members on same day Work area and reception is tidy and well-organised All visitors are signed in and signed out of the visitors book SLSNSW IT databases are correctly maintained and up to date Detailed and comprehensive handover notes are provided to other reception staff
KRA 3: Portfolio Administration Support	<ul style="list-style-type: none"> Administrative assistance is completed timely and confidentiality is maintained Prioritise and coordinate administration tasks for internal staff whilst ensuring the reception area is consistently manned and own work is not affected Administrative tasks are completed efficiently demonstrating attention to detail. Ensure all foyer, reception store room and kitchen areas are maintained and kept tidy for staff and visitors Other duties as may reasonably be required from time to time

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace Demonstrates duty of care, considers own safety and the safety of others while at work Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation Practice and promote the SLSNSW Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying

Organisational Culture	<ul style="list-style-type: none"> Promotes and encourages personal growth and effective communication Understands and supports policies and procedures of the organisation as defined in the Employee Handbook Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members
Leadership/Teamwork	<ul style="list-style-type: none"> Supports the decisions of SLSNSW Board of Directors and SLSNSW Management Displays willingness to assist others, shares knowledge openly, cooperates and supports the department. Receptive and open to feedback Maintains a positive and constructive attitude that promotes confidence in those around them Contributes to staff meetings and promotes the exchange of information throughout the organisation Regularly meets with Manager to discuss performance, plans and current issues
Continuous Improvement	<ul style="list-style-type: none"> Exercises initiative in making improvements to work processes and outcomes Always searches for better ways and strives for best practice Embraces and adapts to change

WORKING RELATIONSHIPS

Internal: The Casual Receptionist interacts closely with all members of staff in relation to the day-to-day activities of the role and provides administrative support to the P&C team and other departments as required including overflow administrative tasks from EA to CEO.

External: This role liaises with members, clubs and branches, applicants, general public and first aid participants. Greeting all visitors to the building professionally is a key focus of this role.

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

General Manager People & Culture

Date

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COO- SLSNSW

Date

.....

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Occupant Name

.....

Occupant Signature

Date

.....