# RECEPTIONIST

When hiring a new employee it is important to provide them with a position description outlining, among other things, the tasks the employee will be required to undertake and the skills and knowledge needed to perform the role.

The following template may assist employers in developing a position description. The template can be easily modified to meet the requirements of the business. Be advised that information contained in this template is general in nature. If you are unsure about how best to write a position description that is suited to your workplace, please call the Workplace Relations Advice Line on (03) 8662 5222.

## Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on (03) 8662 5222.

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## POSITION DETAILS

|  |  |
| --- | --- |
| Position Title: | Receptionist |
| Job Type: | Permanent full-time |
| Hours of Work: | For example:38 hours per week, Monday to Friday. |
| Reports to: | Office Manager |
| Award: | *A number of awards may be applicable, please call the Victorian Chamber* |
| Date of Appointment: |  |

## POSITION REQUIREMENTS

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| --- | --- |
| 1.Main Duties | ***Outline the key duties and responsibilities of the role.*** For example:* To be the first point of contact for face to face and phone enquiries at [insert company name].
* Provide reception services for ***[insert company name]*** staff, clients and visitors, in a professional and effective manner in accordance with the agreed performance standards.
* Meet and greet all entrants to the ***[insert company name]*** office/building.
* Answer all calls that come through the general reception line and transfer calls to the appropriate contact.
* Receive and despatch deliveries in a timely manner.
* Make and serve refreshments for visitors as required.
* Plan, coordinate catering as required.
* Maintain, order and distribute stationary supplies.
* Take and ensure messages are passed to the appropriate staff member on a timely basis.
* Customer service inquiry resolution.
* Manage the visitor book.
* Ensure the environment is visually maintained in a professional manner at all times.
* Assist with mail as required.
* Prepare and manage the reception relief roster.
* Other projects as directed by the ***[insert appropriate title].***
* Actively participate in the Annual Performance Review.
* Observe and practice the ***[insert company name]*** OHS and Quality policy, guidelines and procedures.
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| 2. Qualifications | ***What qualifications are required for the role?***Diploma/Degree in BusinessCertificate III in Business Services |
| 3. Skills | ***List the skills needed for the job.*** For example:* Advanced skills in Microsoft Word and Excel.
* Excellent written and verbal communication skills.
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Employee Signature: Date:

Employer Signature: Date: