



Walter Turnbull Building
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Forrest ACT 2603

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ABN 21 191 309 229

COMPREHENSIVE POSITION DESCRIPTION RECEPTIONIST FULL TIME

POSITION SUMMARY

The role of Receptionist is charged with the responsibility of providing a positive, first impressions image of the Minerals Council of Australia (MCA), which in turn contributes to the success of the Council. As MCA's first point of contact, it is vital that an efficient, conscientious, cheerful and responsive company profile be maintained at all times.

PRIMARY RESPONSIBILITIES OF RECEPTIONIST:

- Greet all visitors to the office, log details, highlight safety requirements and issue visitor cards where necessary;
- Answer phone in a polite and timely manner and manage general inquiries;
- Manage incoming and outgoing mail including post, faxes, couriers etc;
- Manage email requests from schools and the general public, as required;
- Log IT issues and problems and liaise with IT staff to resolve minor issues;
- Manage all itineraries for travel, accommodation and other associated requirements for MCA staff in consultation with MCA's travel provider;
- MCA's on-site library and archive storage of publications, submissions and documents:
 - Catalogue additions to this collection and file in the appropriate manner;
 - Ensure a copy of every MCA-produced document is catalogued and stored accordingly;
 - Ensure area is kept neat and tidy at all times;
 - Carry out the duties of filing clerk as and when required;
- Prepare a daily media summary based on online sources for dissemination to secretariat, members, printing copies for the CEO;
- Under supervision distribute electronic information to member companies;
- Update and maintain the contact database;
- Assist with bulk mail-outs as and when required;
- Maintain telephone staff listings and other schedules including the daily absent staff listing;
- Assist with more complex information and publication requests and respond to requests for information;
- Manage work requests and tasks from the other staff members as they arise;
- Write less complex correspondence as required;
- File all magazines and daily newspapers and dispose of or clear on a regular basis;
- Manage boardroom bookings for internal meetings/workshops and arrange catering and other requirements including set up and clear away;
- Manage video and teleconference facilities including bookings and set up;
- Maintain tidiness of boardrooms and kitchens and ensure adequate kitchen supplies including monitor and record stocks of cutlery, crockery etc. as required;
- Manage and record alternate telephone messages at times of office closure;
- Carry out the system administration of MCA's NEAX AD-8 telephone and voice mail system including log maintenance requests, provide access and train new staff as well as provide assistance to staff as required;
- Ensure reception and other areas within the office are kept neat and tidy at all times including organising maintenance contractors to attend to defects.
- Reasonable duties as requested.

KEY PERSON REQUIREMENTS:

- Excellent telephone manner and confidence in the operation of a busy switchboard;
- Exceptional computer skills (Microsoft Office programs including proficiency in Excel, File Maker Pro and PowerPoint) and accurate word processing;
- Ability to deal effectively with people at all levels;
- Flexibility – ability to manage effectively competing demands and prioritise tasks;
- Interpersonal skills compatible with working for an industry association with a small, highly motivated, professional and committed Secretariat;
- Energy and initiative; and
- Ability to work under pressure and prioritise tasks appropriately.

July 2009

Conditions

3 months probation period with 3 months extension if required