# Reception / Administration Officer

Purpose

To provide a reception and administration service for the Chatham Islands Council

Position

**general**

As an employee of the Council you are required to:

* Respond to the changing needs of the Council, performing other tasks as reasonably required.
* Maintain a strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Council Policy.
* Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this Council function

**Key results expected**

1. (a) Provide a reception and telephone answering service.

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|  | **Key Tasks** | **Expected Results** |
| 1 | Receive incoming calls; direct to appropriate person; receive telephone enquiries and reply as appropriate or divert to appropriate officer. | Calls are directed accurately and professionally. A good understanding of the business of the Chatham Islands Council is demonstrated. |
| 2 | Meet and greet visitors; answer enquiries; direct visitors to appropriate officers. | Visitors are welcomed warmly, courteously, promptly and efficiently.The meeting log is completed.A good knowledge of meeting schedules and their locations is evident.A good understanding of the business of the Chatham Islands Council is demonstrated. |
| 3 | Record changes to the desktop telephone directory, e.g., details of new employees, and update records as required. | Information is kept up-to-date. |
| 4 | Receive calls for Civil Defence.  | Calls are managed or escalated as appropriate. |
| 5 | Receive and report any telephone or other systems faults to the Operations manager. | Faults are reported promptly. |

(b) Undertaking other reception services

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|  | **Key Tasks** | **Expected Results** |
| 1 | Mail is received and delivered to the correct recipients. | Mail is delivered quickly and effectively.  |
| 2 | Reconcile the float and transactions.  | Transactions are reconciled and banking is completed to a 100% accuracy level. |
| 3 | Update contact details within the Authority (data base system). | Contact details within the Authority system are updated accurately and completely. |
| 4 | Manage multiple air travel, accommodation and car rental bookings.  | Travel, accommodation and rentals are booked efficiently.  |
| 5 | Manage catering for meetings and Council events. | Food is ordered and dietary needs have been considered. |
| 6 | Scan and file private Council information and keep hardcopy files up to date. | Confidential Council information and files are scanned and stored correctly and safely. Hardcopy files are kept up to date. Public are excluded from seeing private information. |
| 7 | Liase with Wellington library and manage the Council library. | The Council library is well stocked and all books are accounted for.  |
| 8 | Coordinate public complaints and manage the complaints register. | All complaints are registered and are followed up quickly by the appropriate Council Officer.  |
| 9 | Requests for personal information changes must be received in writing e.g. addresses, dog ownership, rates information  | Requests for personal information changes are received in writing.  |

(C) Respond to general enquiries relating to Chatham Islands Council functions

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|  | **Key Tasks**  | **Expected Results** |
| 1 | Determine the issues and information required relating to the enquiry. Use existing knowledge, research, databases and interpret relevant plans/legislation, and/or seek information from staff, as required. | Customers receive accurate and complete advice and information, within two working days, or at such later date as agreed with the customer.  |
| 2 | Communicate a logical, complete verbal or written response promptly, politely, accurately and effectively.  | Customers perceive Customer Services to be professional, knowledgeable and customer focussed. Chatham Islands Council has a positive image and strong performance results in surveys. |
| 3 | Show ongoing commitment to increasing knowledge of Chatham Iands Council policies, plans and activities, and relevant legislation where applicable. | Customers receive up-to-date and accurate advice and information. |
| 4 | Ensure general knowledge of Chatham Islands Council (structure, personnel, etc.) is up-to-date.  | Customers receive up-to-date and accurate advice and information. |
| 5 | Receipt counter payments using cash receipting procedures.  | Cash handling procedures adhered to. |
| 6 | Share knowledge/information with other Advisory Officers.Identify in-house training needs. | Advisory Officers able to provide a uniformly high level of service. |
| 7 | Perform tasks without the need for direct supervision. | Efficiency and timeliness in dealing with customer enquiries. |
| 8 | Arrange for another Administration Officer to undertake your responsibilities in your absence. | Reception is always able to respond to customer requests. |

## Working Relationships

**Within the organisation**

* Daily contact with council staff
* Frequent contact with the Mayor, Councillors

**Outside the organisation Chatham Islands Council**

* Daily contact with the public and stakeholders
* Frequent contact with Council contractors and support providers
* Frequent contact with Canterbury Regional Council Support Staff

## Special Conditions

* May be required to work outside the normal working hours from time to time
* In a Civil Defence and Emergency event it is expected that all Council officers will be required to support Council’s Civil Defence and Emergency Management Operations Centre, if required
* Undertake any other relevant duties and projects as directed by the Operations Manager
* Travel to New Zealand, including overnight stays may be required

## Health and Safety

Chatham Islands Council is proactive in advocating robust Health and Safety practices; we take health, safety and wellbeing very seriously.

So far as it is reasonably practicable you need to ensure the Health and Safety of yourself, your team, contractors and visitors. You must comply with current Health and Safety legislation, regulations and guidelines, organisational policies, procedures and our code of conduct.

## Delegations and Authorities

Delegated authority to make decisions in accordance with Council approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media related activities.

**Qualifications**

* Education to a NZQA Level 3, with a qualification at National Certificate or Diploma level desirable
* A good level of English language skills – written, strong spelling, grammar, verbal and comprehension.
* A current full class 1 driver’s licence with a clean driving record.

**Experience**

* A minimum of three years’ experience in a customer services context involving reception is desirable
* Administration experience ( 1- 2 years) is desirable
* MS Office suite of programmes, particularly Word, Outlook and Excel is required
* Data entry experience
* An understanding of the civil defence/emergency management environment and operations would be advantageous
* Demonstrated ability to maintain confidentiality and remain calm under pressure
* Aware of and contributed to opportunities for process and systems improvement
* Basic understanding of the legislative requirements relevant to the processes being supported

**Core competencies**

Specific behaviours at the staff member level sit beneath each of the following competencies.

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| Customer Focus | Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation. |
| Business Acumen | Using an understanding of the organisation’s position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers’ perspective. |
| Achieving Outcomes | Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results. |
| Leading Change | Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services. |
| Common Purpose | Working towards a compelling view of the future by engaging with the organisation’s vision; understanding and aligning to the common purpose. |
| Building Capability | Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities. |

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Reception / Administration Officer will be required to accept and carry out other duties.

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| **Remuneration:**  |  |  |  |
| To be confirmed. |  |  |  |

I agree to undertake the responsibilities detailed in this job description:

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| **Name:**  |  |
| **Signature:** |  |
| **Date Signed:** |  |