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Role description

Role Title	Receptionist and Facilities and Resources Administrator
Team	Corporate team
Location	Slacks Creek
Classification Level	2
Reports to	Quality and Administration Manager

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

Our Values -

-  **Excellence** - we deliver high quality services and have high expectations
-  **Integrity** - we act honestly and openly
-  **Optimism** - we think and act with confidence about people and the future
-  **Steadfastness** - we persist to overcome barriers and adversity with our clients
-  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

This role provides the first point of contact for internal and external clients and visitors attending YFS in person or on the phone, and provides the organisation with central administrative, facilities and resources support.

Key accountabilities

Service delivery

Reception

- Provide an efficient, effective, and professional first point of contact for internal and external clients and visitors, in person and on the phone.
- Respond to and/or redirect incoming calls, service users presenting in person, and web enquiries.
- Ensure there is always appropriate coverage of the phone and reception desk.
- Maintain a neat and tidy reception area, including keeping information pamphlets and posters current.
- Perform general administrative duties, such as data entry, incoming and outgoing mail, petty cash, and ordering of stationery and consumables.
- Ensure all tasks are undertaken in accordance with relevant policies and procedures.

Facilities and resource management

- Provide accurate and timely facilities and resources administration support to enhance client service delivery.
- Ensure the maintenance of buildings, vehicles and other assets is completed in accordance with the maintenance schedule.
- Ensure facilities and resources requests are responded to efficiently.
- Ensure contractor and supplier information is maintained for currency.
- Undertake the administration of the organisation's archived documents.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders, such as suppliers and contractors, to provide and maintain effective, accountable services for clients, and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies, and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities, and team processes. Share information, communicate, and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources responsibly and with integrity.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of YFS's framework for safeguarding children and vulnerable adults.

Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to create efficiencies and enhance service delivery.

Administration

- Enter data, maintain records, and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience.
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Proven experience in an office setting as a receptionist, front office representative, or related position.
- Relevant tertiary qualifications such as a certificate III or IV in business administration and/or relevant experience are desirable.

Knowledge and experience specific to the role

- Demonstrated commitment and ability to provide a high standard of customer service, including a proven ability to receive and respond to customer enquiries efficiently, accurately, and professionally.
- Demonstrated ability to obtain and apply knowledge of service areas for the purposes of acting as the first point of contact for internal and external clients and visitors.
- Well-developed computer skills, including in the use of Microsoft Office suite, databases, and records management systems.
- Demonstrated intermediate level of written, oral, and interpersonal communication skills, including demonstrated capabilities in dealing with sensitive and confidential issues with clients.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Demonstrated understanding of trauma and disadvantage and their impacts on clients, relevant to the role.
- Refer to the level 2 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.