# Position Details

## Administrative Services- CSOF2

|  |  |
| --- | --- |
| The following information is for applicants | |
| Advertised Job Title | Receptionist |
| Job Reference | 77190 |
| Tenure | Indefinite  Part-time 50 hours/ftn |
| Salary Range | AU$49,545 to AU$63,863 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Kensington and Waterford, WA |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | * Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Facility Coordinator |
| Client Focus – Internal | 50% |
| Client Focus – External | 50% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Ross Casey via email at [ross.casey@csiro.au](mailto:ross.casey@csiro.au) or phone +61 8 9333 6282 |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

## Administrative staff in CSIRO provides administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

The role of receptionist is the first point of contact for staff and visitors at a CSIRO site. This role is a locality-based position and although you will have a primary “home” site you will be required to work across any CSIRO site in the locality.

The role is focused on quality customer service – on the phone, in correspondence and in person. The role provides high quality administrative support to CBIS and all tasks will be undertaken in accordance with CSIRO procedures and displaying behaviours which reflect the CSIRO values compass.

### Duties and Key Result Areas:

* Provide a high-quality reception service as the first point of contact for external and internal clients including efficient referral, enquiries and follow up to all staff and clients.
* Undertake a number of administrative tasks including (but not limited to): issuing of security passes, co-ordinating incoming and outgoing mail, co-ordinating courier services, booking venues, taxis, and other shared resources.
* Provide administrative support where required in respect to the vehicle fleet e.g. assisting the fleet manager with transporting vehicles for servicing and repairs.
* Undertake other CBIS tasks as directed by your supervisor including maintaining spreadsheets and databases, producing signage and preparing miscellaneous correspondence, general finance support to CBIS staff.
* Assisting in the security of the sites, including the management and maintenance of keys, proximity cards and related registers. Processing and creation of staff identity cards. Monitoring and management of key safes.
* Respond courteously and efficiently to client requests and keep the client informed about ongoing progress.
* Monitor basic stationery and place orders as required
* Actively participate in improving the HSE management of the workplace.
* Assist CBIS or emergency staff with communications generally and particularly during an emergency.
* Other duties as required and instructed by your supervisor
* Records management for CBIS:
  + CBIS hardcopy filing of reception material i.e. Visitor Logs
  + CBIS hardcopy filing of other material for staff when requested
  + CBIS softcopy filing using HP Records Manager
  + Locating hard and soft files for CBIS staff as requested

## **Required Competencies:**

* **Teamwork and Collaboration:** Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.
* **Influence and Communication:** Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.
* **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
* **Judgement and Problem Solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
* **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
* **Adaptability:**Accepts the need for change to work routines or technology.

## **Selection Criteria**

#### Essential

Under CSIRO policy only those who meet all essential criteria can be appointed.

1. Demonstrated experience and skills in working in a reception / customer service oriented environment.
2. Demonstrated and proven ability to show initiative, work autonomously, actively contribute and work as a team member and share relevant and useful information.
3. Demonstrated ability and willingness to undertake a range of administrative tasks.
4. Ability to show discretion and tact when interacting with external and internal clients.
5. An ability to recognise and seek to resolve problems as they arise and accept personal responsibility for doing the job well.
6. Flexibility and willingness to work across sites in Perth and work extra hours as required covering sick, recreation and other leave.
7. Sound keyboard skills and good knowledge of Microsoft Office 365 applications including Word, Outlook, Excel, Teams and Power Point.
8. A commitment to the CSIRO Values and respect and adherence to the CSIRO Code of Conduct.
9. Australian ‘C’ Class Driving License

## **Desirable:**

1. Experience with Gallagher access control systems administration.
2. Experience using “Corrigo” or similar work order system.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)! CSIRO is a values-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted