



POSITION DETAILS

Position Title	Receptionist/Administration Assistant
Location	MTA , Level 1, 81 Greenhill Rd Wayville You may be required to work at other sites within the employer's establishments to meet business requirements. You may also be required to work at other external sites.
Reports To (Position Title)	Executive Assistant
Financial Accountability (Expense Budget and/or revenue)	N/A
Management Responsibility (No of employees managed/supervised)	N/A

POSITION RESPONSIBILITIES

Purpose of the Position	<p>This position is the initial contact for members and external contacts of the MTA, providing a professional and customer focused approach that effectively represents the organisation.</p> <p>This role also provides administration support to the Executive Assistant to facilitate the efficient running of the MTA and also provides support to the CEO in the absence of the Executive assistant</p> <p>The coordination of internal and external functions and meetings is also a responsibility of this role.</p>
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List the key responsibilities/activities of the position. Each responsibility should be weighted according to the amount of time/effort spent on it during a normal year. The total weighting will be 100%.

Responsibility (1)	Reception: Responding to telephone and face to face enquiries/visitors.	Time Spent 35%
Purpose of Activity	To ensure the highest level of professional first point of contact service and enhance the experience of internal and external customers through the provision of positive and efficient customer service. To promote and represent the MTA at all times.	
Examples	Run reception area efficiently: <ul style="list-style-type: none"> • Telephone calls are answered promptly and directed as appropriate. • Meet and greet all visitors to the MTA premises in a prompt and courteous manner whilst ensuring that the visitors sign-in book is signed to meet WHS and MTA Policy requirements. • Supply accurate and appropriate information regarding the MTA's services. • Phone System Super User: Ensure phone contacts are up to date, conduct new staff phone inductions and organise telcom when any changes or problems occur with phone system. • Ensure the reception area is attended to at all times. • Manage deliveries. • Organise all courier requirements. • Maintain a clean, tidy and comfortable reception environment. • Provide IT support at meetings, as required (ie. Using presentation equipment). 	
Responsibility (2)	Provide administration and general assistance to the Executive Assistant.	35%
Purpose of Activity	Facilitate the efficient running of the MTA.	
Example	<ul style="list-style-type: none"> • Completion of administrative tasks in a professional, timely and accurate manner, as directed by Executive Assistant. • Update/record member contact in company customer relationship management system. • Manage all in and outgoing mail. • Coordinate travel and accommodation arrangements. 	

	<ul style="list-style-type: none"> • Assist with the preparation of Board & IAC meeting documentation. • Assist Executive Assistant with follow ups. • Conduct Executive departmental laserfiche archiving & electronic filing. • Conduct photocopying, scanning, filing for Exec dept. • Actively participate in team activities such as staff meetings, continuous improvement programs and group tasks. • Maintain professionalism in punctuality, personal presentation, work ethics and communication. 	
Responsibility (3)	Meeting/Event co-ordination.	15%
Purpose of Activity	Work with the Executive Assistant, Board, IAC & external groups - internal and external meeting co-ordination.	
Example	<p>Internal meeting/function requirements are confirmed in accordance with the procedure:</p> <ul style="list-style-type: none"> • Co-ordinate Chief Executive Officer's staff coffee chats. • Assist Executive Assistant with CEO industry visits. • Assist the Executive Assistant in the coordination of CEO events. • Assist with the co-ordination of Board & IAC meetings • Board / IAC Accommodation reservations. • Board & Outside Groups meeting catering. • Board & Outside Groups Boardroom/Training Room set up & clean up. • Assist with, and attend, Annual General Meeting. <p>In the absence of the Marketing & Membership Trainee assist with:-</p> <ul style="list-style-type: none"> • Zone & Divisional meeting venue assistance <ul style="list-style-type: none"> ○ Member Assistance with event registration issues as and when required. ○ Catering confirmation ○ Assistance with the preparation of meeting registration sheets, nametags, etc. ○ Boardroom/Training Room set up and clean up. 	
Responsibility (4)	CEO support in the absence of Executive Assistant every Friday and whilst on leave.	

Purpose of Activity	Consistent CEO support whilst maintaining reception duties	10%
Example	<ul style="list-style-type: none"> • Administration support for CEO • Email co-ordination <ul style="list-style-type: none"> ○ Distribution of incoming emails to relevant GM's and other staff ○ Ensure all contracts/agreements are processed as per the governance policy • Diary/meeting co-ordination • Filing (emails, e-docs, etc.) • Assistance with adhoc administration 	
Responsibility (4)	Stationery & Office sundry stock control.	5%
Purpose of Activity	Order and maintain office stationery and sundry items.	
Examples	Assist all departments by co-ordinating the purchase of office supplies in accordance with the procedure: <ul style="list-style-type: none"> • Office stationery • Office sundry items, ie. kitchen and meeting supplies, soft drinks, etc. 	
Total Weighting		100%

COMPLIANCE RESPONSIBILITIES

It is the responsibility of both the manager and incumbent(s) of the role to ensure that the following compliance requirements are met:

- **Relevant laws and regulations including WHS, EEO and Privacy.**
- **Industry codes.**

KNOWLEDGE, SKILL AND EXPERIENCE REQUIREMENTS

<p>Knowledge</p> <ul style="list-style-type: none"> • SACE • Degree/Diploma • Post-Graduate Qualifications • Trade Certificate Industry Specific Qualifications 	<p>Essential</p>	<p>Preferred</p> <ul style="list-style-type: none"> • Certificate III Business Administration or equivalent experience.
<p>Skills</p> <ul style="list-style-type: none"> • Interpersonal Skills eg. Communication, Negotiation, Problem Solving, Analytical, Customer Service, Team work. 	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills; • Good prioritisation – juggling reception and multiple administration tasks whilst adhering to conflicting deadlines • Time Management – forward thinking, preparation, organisational and planning skills; • Good at communicating progress to Manager • Professionalism in all aspects of work, customer service and personal presentation; • Attention to detail, accuracy and efficiency; • Positive and effective interpersonal skills; • The ability to successfully participate in a team and/or autonomously manage own productivity and quality; • Initiative and problem solving; • Reliability; • Flexibility and works well under pressure; • Confident in the use of technology including - Microsoft Packages; photocopier; switchboard. 	<p style="text-align: center;">Preferred</p>
<p>Personal alignment with MTA Values</p>	<p>Teamwork: Working together, empowering and supporting one another to achieve our common goals</p> <p>Achievement: We do our best to exceed expectations, striving for innovation in our delivery of relevant and valued services</p> <p>Accountability: We take ownership of all that we do, each taking responsibility for our part in delivering high quality services</p>	

	<p>Respect: We understand, acknowledge and appreciate the needs, opinions and values of everyone by embracing the diversity we have within our organisation.</p> <p>Excellence: We strive to do and be the best in all that we do every day.</p>	
<p>Computer Software</p> <ul style="list-style-type: none"> • E.g. Microsoft suite, Project, Finance. 	<p>Essential</p> <ul style="list-style-type: none"> • Microsoft Office 2013 (Excel, Word (including mail merge)- advanced knowledge preferred; • Microsoft Office365 – Email, Contacts, Tasks, Calendar; Internet; • Accurate word processing and data entry ability. 	<p>Preferred</p> <ul style="list-style-type: none"> • Experience using databases.
<p>Technical Skills</p> <ul style="list-style-type: none"> • Licences 	<p>Essential</p> <p>National Criminal History Check (or willingness to obtain)</p>	<p>Preferred</p> <ul style="list-style-type: none"> • Drivers licence
<p>Experience</p> <ul style="list-style-type: none"> • Industry and/or field experience. 	<p>Essential</p> <p>Minimum 2 years of:</p> <ul style="list-style-type: none"> • Reception switchboard and administration; • Provision of quality customer service via telephone and face-to-face; • Provision of administrative support. • Meeting and/or function coordination. 	<p>Preferred</p>

FREQUENT CONTACTS

<p>Internal Contacts</p> <p>Includes organisational managers and employees.</p>	<p>Organisational Managers Organisational Employees</p>
<p>External Contacts</p> <p>Includes customers, members, suppliers, Government bodies, industry groups, competitors</p>	<p>Customers/Members Industry Groups Suppliers, Couriers</p>