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POSITION DESCRIPTION

RECEPTIONIST – CORPORATE SERVICES

PURPOSE OF THE ROLE

The Receptionist at Corporate Services is the first point of contact for community members, as well as internal and external stakeholders of Njernda Aboriginal Corporation attending to Corporate Services. This role is responsible for providing a professional and welcoming reception experience, managing inquiries, and directing individuals to the appropriate services or personnel. In addition, the Receptionist also supports the organisation through a range of administrative duties, including managing incoming calls, handling mail, and other administrative tasks within scope required by Corporate Services, ensuring the smooth operation of Njernda's customer management.

POSITION DETAILS	
Position Title:	Receptionist – Corporate Services
Location / Department / Division:	Njernda Corporate Services, 51-55 Heygarth Street, Echuca
Reports to:	Corporate Services Manager
Positions reporting to this role:	Nil
Hours:	37.5 per week, full time
Budget / Funding:	Corporate
Award and Pay Grade / Level:	Award: SCHADS award 2010 Level: 2-3 – Depending on experience
Pay Point classification (if applicable)	Pay point: 1
Position Description last reviewed:	November 2026

KEY ACCOUNTABILITIES

- When opening the Corporate Services building, unlock and inspect the premises, prepare the reception area, check messages and voicemail, check corporate staff attendance for who is in and who is not for the day, and ensure all equipment and common areas are ready for daily operations.
- Provide a culturally respectful, welcoming, and professional reception service to all visitors, community members, and stakeholders, ensuring a positive first impression of the organisation.
- Answer, screen, and direct incoming calls efficiently and professionally, ensuring inquiries are addressed or referred appropriately and promptly.
- Maintain a secure and orderly visitor sign-in process, and ensure all visitors and clients are directed to the correct staff or service areas in a timely manner.
- Ensure the Board room, reception and waiting areas are clean, safe, culturally welcoming, and well-presented at all times, with relevant and up-to-date information materials available.
- Manage the Board meeting calendar and provide necessary administrative support to organise meetings in the Board room (e.g. providing water, snacks and audio-visual support).
- Manage incoming and outgoing mail, parcels, couriers and all correspondence, by recording and ensuring accurate distribution within the organisation in a timely and confidential manner.
- Provide general administrative support to the Corporate Services team as required, including data entry, filing, photocopying, scanning, lamination, and preparing documents.

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- Assist with scheduling appointments and maintaining calendars for Corporate Services or other key personnel when required.
- Manage office supplies for the Corporate Services team by ordering sufficient office supplies in a timely manner and maintaining stock levels.
- In liaison with the Corporate Services Manager, coordinate Corporate Services maintenance tasks, including follow-up with service providers to get maintenance jobs done on time.
- Monitor and keep up to date the Corporate Services staff attendance register (in/out board), recording when staff are in the office, out at meetings or appointments, or on leave, so visitors and callers can be directed correctly.
- Coordinate the Corporate Services fleet vehicle by maintaining the fleet calendar and a record of its use.
- Act as OHS safety representative for the Corporate Services team, by taking up OHS representative training and support.
- Provide administrative support to events and functions organised by Corporate Services.
- Coordinate clients, Elders and community members, as required by Corporate Services from time to time.
- Maintain and regularly update the mobile and desktop extension phone number listing for the Corporate Services team and all Njernda departments' staff.
- Support accurate data recording and record-keeping practices in accordance with privacy and confidentiality standards and organisational procedures.
- Demonstrate cultural awareness and understanding and ensure that the reception space reflects and upholds the values, practices, and cultural protocols of the Aboriginal community.
- Actively participate in team meetings, training, and feedback processes, and contribute to service improvements by identifying opportunities for more effective reception and administrative practices.
- When closing, secure the building by locking doors, shutting down equipment, checking all areas are vacated, and reporting any issues or incidents from the day.
- Any other relevant duties, within scope of skill level and training, as required by your manager from time to time.

ORGANISATIONAL RESPONSIBILITIES
Positively promote Njernda within and externally to the organisation
Comply with the Njernda Code of Conduct
Each employee has a responsibility to comply and promote practices with all Njernda policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements as applicable, but not limited to case reviews, staff meetings, planning forums, service reviews and the integration of client feedback
Carry out all work and interactions in alignment with Njernda values
Apply the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Njernda Aboriginal Corporation.
Commitment to ensuring a culture of child safety, preventing child abuse, and abiding by the child safety principles
Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position
Each employee has a responsibility to comply with and promote compliance with their industry standards and relevant regulatory requirements
Participate in performance appraisal and supervision processes
Follow all work / occupational health and safety policies and procedures associated with conducting activities on or offsite

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NJERNDA VALUES	
All staff are expected to behave in a way that is in alignment with our values:	
Respect 	Establish relationships based on respect and trust. Treats people with dignity, fairly and openly. Demonstrates personal standards of consistency, tolerance and patience.
Accountability 	Taking ownership and initiative of Njernda values to ensure trusted collaborations are formed. Be thoughtful of the impact of one's own behaviour on others.
Resilience 	Encouraging cultural and spiritual growth to enable personal growth
Advocacy 	Working to transform the disadvantaged and challenge the causes that impact on our community.
Cultural Sensitivity 	Welcoming and serving our community with understanding and without judgement.

KEY RELATIONSHIPS	
Internal	**External**
Corporate Services Staff Divisional Managers Divisional Receptionists Njernda Employees	Community Members and Clients Government Departments, funding bodies and partner organisations. Australia post Office supply and catering suppliers Maintenance contractors

SELECTION CRITERIA
Essential:
Qualifications • Certificate III or higher in Business Administration, Office Administration, or a related field.
Skills • A proven knowledge and understanding of Aboriginal people and Aboriginal culture.
• An ability to handle issues in a sensitive and appropriate manner.
• Good negotiation and customer support skills.
• Excellent verbal communication skills, with a strong customer service focus.
• Proficiency in Microsoft Office Suite (Word, Outlook, Excel) and experience in using multi-line phone systems and various office systems (fax, scanning, lamination etc.).
• Strong organisational and time management skills, with the ability to prioritise tasks and work independently or as part of a team.

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Experience
• 2 years of experience in a similar field.
Satisfactory evidence of: Pre-employment checks not limited to at least two professional referee reports, proof of identity and qualifications, National police check, Working with Children's Check, full Victorian driver's license, disclosure of any pre-existing illness / injury and vaccination status, negative alcohol and drug screening assessment, in line with Njernda's policy and procedure, and as applicable – eligibility to work in Australia, professional/regulatory licenses, registration and current good standing, and clearance on aged care banning orders.
DESIRABLE:
• Work experience in an Aboriginal organisation.

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

PLEASE KEEP A COPY OF THIS POSITION DESCRIPTION FOR YOUR RECORDS

cc: Employee File

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