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| **Position Title** | Reception & Office Administrator |
| **Department** | Corporate Services |
| **Status** | Part Time (0.6) |
| **Location** | Australian Golf Centre, Sandringham Golf Course |
| **Reports to** | People & Culture Manager |
| **Purpose** | The Reception and Office Administrator will be responsible for providing high quality customer service to all employees, visitors and key stakeholders of the Australian Golf Centre. In addition, the role will be required to assist with administrative functions of the Corporate Services department and general upkeep of the Australian Golf Centre. |

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| **Role Responsibilities** | **Reception**   * Answering and redirecting all telephone enquiries received * Greeting all visitors & guests, and notifying stakeholders of their arrival * Responding and redirecting to all general email enquiries * Coordinating all Meeting Room bookings, including always maintaining professional upkeep   **Administration**   * Professionally maintaining the reception, print/copy rooms, meeting and storerooms * Answering member and club enquiries and servicing their requests * Assisting with managing digital infrastructure and IT requests * Coordinate incoming and outgoing mail requirements (including the coordination of couriers & post) * Photocopying, collating and binding documents as instructed * Coordinating and booking corporate travel for all team members of the PGA & Golf Australia * Under the instruction / supervision of the Building Maintenance Manager, coordinate outside contractors such as cleaners and building services contracts maintenance and repairs. * Ensure general office appearance, cleanliness and professional image is maintained including kitchen supplies, ordering fruit, milk, coffee and bathroom requirements (Toilet Paper, Hand Towel and soaps) * Stationery supplies are ordered and monitored to ensure appropriate resources are available and for cost effectiveness. * Proactive involvement in Building Emergency Procedures as the Fire Warden and First Aid Responder * Data Entry and ad-hoc administrative tasks (such as team member engagement activities/celebrations) as instructed by the People & Culture Manager * Prepare IT setup of new employees through liaising with the IT managers and contractors |
| **Key Capabilities & Requirements** | **Competencies Required**   * Well-developed verbal and written communications skills * Professional presentation representative of the Australian Golf Centre tenants * Ability to multi-task and manage competing priorities * Energetic and enthusiastic mindset when approaching all responsibilities and tasks * High level customer service/interpersonal skills * Competent and confident using Microsoft Suite of products (including, Word, Excel, Powerpoint etc..) * A can-do attitude with high level of attention to detail * Willingness to identify process improvements and provide feedback * Ability to work on your feet and comfortable safely lifting objects (such as boxes and chairs) * Competent knowledge in fielding IT queries and setup of equipment such as use of Video Conferencing tools, training team members and troubleshooting as required   **Experience**   * Relevant experience in administration and/or reception duties * Background in delivering high-quality customer service   **Qualifications**   * The role does not require any formal tertiary qualifications however a willingness to participate and achieve a First Aid Certificate is required. |
| **Major Internal Stakeholders** | * PGA of Australia and Golf Australia Team Members * PGA Members * Sandringham Golf Links Management * Guests & Visitors of the PGA and Golf Australia |
| **Major External Stakeholders** | * External Service Providers * Clients of the PGA and Golf Australia * All guests/visitors that present to reception |