



<b>Position Title:</b>	<i>Receptionist</i>		
<b>Reports To:</b>	<i>Senior Manager, Operations and Logistics</i>		
<b>Business Unit:</b>	<i>EAA</i>	<b>Ref Number:</b> <i>(HR use)</i>	<i>373</i>
<b>Location:</b>	<i>Rosebery</i>		
<b>Employment:</b>	<i>Full-time Ongoing</i>		
<b>WWC Check:</b>	<i>Not Required</i>	<b>Sales Position</b>	<i>No</i>
<b>Approved By</b>	<i>Senior Manager, Operations and Logistics</i>	<b>Approval Date</b>	<i>August 2017</i>

## 1. ORGANISATIONAL CONTEXT

UNSW Global is the not-for-profit international education and assessment company of UNSW Australia. Established in 1999, the company is a wholly-owned enterprise of UNSW. Its purpose is to promote, support and add value to UNSW Australia and its brand by developing and delivering premium education and assessment offerings around the world. The company operates in areas ancillary to the core business of the University whilst supporting the international initiatives and activities of the University and leveraging the UNSW brand in markets beyond the University's operations.

UNSW Global has two core areas of expertise:

- educational measurement and assessment
- education and training

These activities are currently managed through the following Business Units:

- Assessment (Educational Assessment Australia (EAA))
- Education (including UNSW Foundation Studies & UNSW Institute of Languages (UNSWIL))

The Business Units are supported by Business Partners with responsibility for financial management and reporting; human resource management, sales and marketing, business transformation (IT, BPM and PMO), facilities, legal, compliance and governance. The company also has subsidiary organisations in Singapore and Hong Kong.

## 2. POSITION SUMMARY

*[A brief summary of the Position's purpose or role]*

The primary purpose of this position is to provide high quality reception and customer service. This position will be the first point of contact for UNSW Global Rosebery and responsible for promptly and efficiently completely Reception and other administrative duties as required to assist in the successful operation of UNSW Global Rosebery Reception and Assessments Operations areas.

The Receptionist will work within the broad framework of the policies of UNSW Global and the University of New South Wales, as well as within legislative requirements.



## 3. RESPONSIBILITY PROFILE

### A. Common Responsibilities:

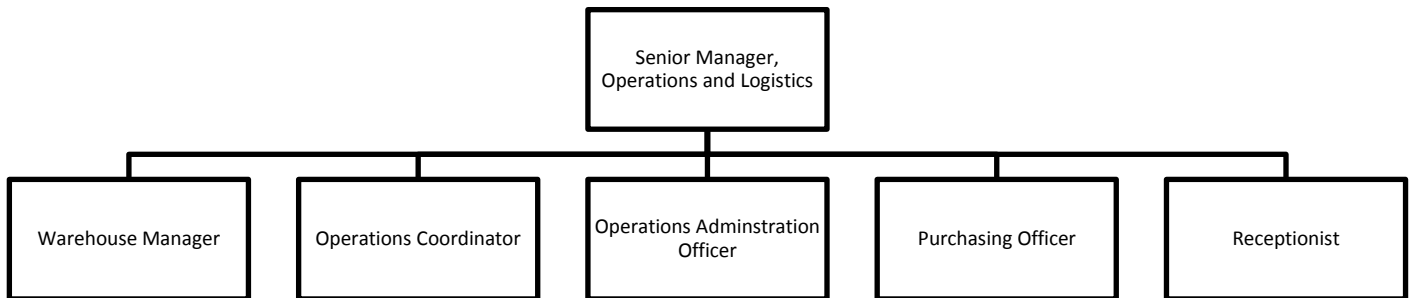
1. Comply with and promote agreed WHS practices, privacy provisions, agreed codes, policies and procedures, and conduct work in a respectful, safe and efficient manner
2. Participate in and promote UNSW Global core workplace programs, including, but not limited to, those relating to performance and professional development
3. Work collaboratively within the business group and across the organisation to promote effective communication and information sharing

### B. Key Responsibilities (no more than 12 key areas):

1. Managing all aspects of UNSW Global Rosebery Reception area to ensure the smooth running of all reception operations
2. Act as a first point of contact for UNSW Global guaranteeing a courteous and friendly interaction for all customers.
3. Answering (and redirecting) all incoming calls, emails and other enquiries in a timely manner and maintaining a high quality level of service at all times
4. Meeting and directing visitors to their correct destinations
5. Monitor visitor access, maintain security awareness and act as the general point of contact for Rosebery site issues for all business units
6. Provide administrative and clerical support for the Data Processing and Purchasing units
7. Ensure various in-house databases are kept accurate and maintained
8. Maintain collaborative working relationship within the Operations Unit
9. Provide administrative support to corporate services (and other business units) staff such as dispatch requirements and assist HR with candidates waiting at reception for interviews
10. Identify enhancements for processes and systems to improve efficiency
11. Ensure knowledge of UNSW Global Assessments products and services to assist with customer queries and associated administrative tasks
12. Other adhoc duties as requested



## 4. ORGANISATIONAL STRUCTURE



## 5. APPOINTMENT PROFILE

### A. Selection Criteria

To be considered for this role candidates must be able to demonstrate they have:

#### Qualifications and Experience

##### Essential:

- Appropriate qualifications or a minimum of two years' experience in a similar role
- Strong interpersonal, verbal and written communication skills, with attention to detail and outstanding customer service skills
- Advanced skills in Microsoft Office including Word, Excel and using databases
- Demonstrated ability to work independently with high level organisational skills
- Demonstrated ability to manage varied work tasks, meet deadlines and maintain accurate records
- Experience in building and maintaining excellent relationships with internal and external clients
- An enthusiastic and team driven approach and the ability to deal with high-stress situations and difficult clients

##### Desirable:

- Practical experience in high speed and accurate data entry keying
- Practical experience in event management
- Practical experience in online sales and retail
- Practical experience working within educational assessment organisations



## Competencies

(Those underlying characteristics of the individual which are aligned with UNSWG's Values and are critical behaviours for superior performance)

- Demonstrated safety awareness through unswerving commitment to defined safety systems and processes
- Respect and recognition that people have different values and opinions which individuals have a right to hold
- Strong customer focus
- Demonstrated commitment to work and is able to press on even in difficult times
- Constructive communication, ability to clearly articulate issues
- Act with integrity in the workplace exuding trust, honesty, and decency

## B. Conditions of Employment

Remuneration Basis: *Salary*  
Location: *Rosebery*

and all conditions outlined in UNSWG's Policies and Procedures.

## POSITION DIMENSIONS

Number of direct reports	<i>Nil</i>
Number of direct and indirect reports	<i>Nil</i>
Financial delegations	<i>Nil</i>
HR Delegations	<i>Nil</i>

## 6. CERTIFICATION

The details outlined in this Position Description are an accurate representation of the responsibilities, accountabilities and appointment factors of the position.

Senior Manager, Operations and Logistics

August 2017