

JIGSAW WHANGANUI POSITION DESCRIPTION

RECEPTIONIST ADMINISTRATOR

HOURS (Full time): 30 – 40 hours per week, by negotiation

REPORTING TO: OPERATIONS MANAGER

RESPONSIBLE FOR: N/A

PURPOSE OF THE POSITION:

To ensure effective welcome and reception to families and others engaging with the agency, and to give practical assistance with the running of the agency.

KEY AREAS OF RESPONSIBILITY:

- Reception
- Human resources support
- Agency communications
- Resources and supplies

1. RECEPTION

- Ensure visitors/enquirers to the office and the agency are welcomed and attended to in a timely and warm manner
- Answer phone, transfer calls and take messages, clear messages regularly throughout the day, notifying appropriate staff, urgently if necessary
- Answer general enquires and requests for information about Jigsaw Whanganui and direct enquires to appropriate staff person
- Maintain phone system directory and staff contact list; update and distribute to staff whenever changes occur
- Process and distribute mail
- Maintain up to date electronic file of organisation forms
- Maintain room booking system
- Maintain stationary, kitchen, bathroom and first aid supplies
- Ensure all supplies are stored in a tidy and accessible manner
- Keep reception area clean and tidy
- Support Operations Manager with other administrative tasks as requested

2. COMMUNICATIONS

- Prepare and action monthly social media plan
- Assist with preparation of written material e.g. communications to supporters, reports etc

- Ensure ongoing supply of agency generic documents is available e.g. brochures, business cards
- Ensure website is up to date
- Prepare other resources as requested e.g certificates, PowerPoint presentations
- Support staff to use office equipment and resources safely
- Maintain contact list of referring agencies, and community organisations, and communicate service updates as required
- Coordinate advertising and publicity as per agreed yearly plan

3. HUMAN RESOURCE SUPPORT

- Provide support to Executive Officer in recruitment process
- Provide support to Executive Officer for performance appraisal process – scheduling reviews, and recording outcomes
- Manage preparations for new staff members starting
- Manage processes for staff leaving

4. FUNDING

- Support Operations manager with planning and implementation of fundraising activities
- Support Operations manager with funding applications
- Maintain strong agency relationship with donors, ensuring all donations are acknowledged appropriately

5. CLIENT MANAGEMENT SYSTEM (CMS)

- Look up information as requested
- Enter requests for service when CMS administrator is absent, or needs support

6. RESOURCES AND REFRESHMENTS

- Maintain general housekeeping supplies for agency
- Maintain stationery supplies for agency
- Organise refreshments and other resources for agency hui and events, set up and clean up

7. SPECIAL PROJECTS

- Provide administration support to agency projects as requested by Operations Manager