# Position Details

## Administrative Services – CSOF2

The following information is for applicants

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| Advertised Job Title**:** | Receptionist/Administration Assistant – Part-time |
| Job Reference: | 59681 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Percentage of Client Focus - Internal: | 90% |
| Percentage of Client Focus - External: | 10% |
| Reports to the: | Co-ordinator Receptions (Victoria) |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | **Ms Sandra Edwards**via email: sandra.edwards@csiro.au |
| Contact Details For Applying: | Call 1300 984 220 or email careers.online@csiro.au.  |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’)  |

## Role Overview

Administrative staff in CSIRO provides administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

The **Receptionist/Administration Assistant** position is the first point of contact for staff and visitors at a CSIRO site. This role is a locality based position and although there is a primary ‘home’ at the CSIRO site, the role will require the ability to work across any CSIRO site in the locality.

The role is focused on quality customer service – on the phone, in correspondence and in person. The role provides high quality administrative support to CSIRO Business and Infrastructure Services (CBIS) and all tasks will be undertaken in accordance with CSIRO procedures and displaying behaviours which reflect the CSIRO values compass.

Two (2) Part-time Vacancies: approx. 45 hrs/fortnight in a job share arrangement.

Monday to Friday: approx. 4.5 hr shifts working between the hours of 8.30am – 5.00pm

- Morning Shift: Monday to Friday 8:30am – 1.00pm

- Afternoon Shift: Monday to Friday 12:30pm – 5:00pm

## Duties and Key Result Areas:

* Provide a high quality reception service as the first point of contact for external and internal clients including efficient referral, enquiries and follow up to staff and clients.
* Operate the switchboard: receive and transfer telephone calls; announce callers; take brief messages and pass these on via the email system; connecting callers to staff members’ personal direct line voicemail.
* Train relief Reception staff in the operation of the telephone system.
* Undertake a number of administrative tasks including (but not limited to): issuing of security passes, co-ordinating incoming and outgoing mail, co-ordinating courier services, booking meeting rooms for tenants, taxis and other shared resources.
* Undertake other CBIS tasks as required, including maintaining spreadsheets and databases, filing, producing signage, preparing miscellaneous correspondence and providing general finance support to CBIS staff.
* If required assist in the security of the site, including proximity cards and related registers, monitoring and management of CBIS access card safes.
* Respond courteously and efficiently to client requests and keep the client informed about ongoing progress.
* Records management for CBIS:
	+ CBIS hardcopy filing of reception material = i.e. Visitor Logs.
	+ CBIS softcopy filing using HP Records Manager.
	+ CBIS softcopy filing using TRIM.
	+ Locating hard and soft files for CBIS staff as requested.
* Monitor basic stationery, and place orders as required (except where this is covered by CSIRO stores staff).
* Actively participate in improving the HSE management of the workplace.
* Assist CBIS or emergency staff with communications generally and particularly during an emergency.
* Communicate effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work as part of a team, to carry out administrative tasks and provide support under the direction of the Victorian Region Operations and Support Administrator.
* Work collaboratively with colleagues within your team, the business unit and across CSIRO, to reach objectives.
* Generate improved solutions in work situations, trying creative ways to deal with routine problems and opportunities.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration:** Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.
2. **Influence and Communication:** Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.
3. **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
4. **Judgement and Problem Solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
5. **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
6. **Adaptability:**Accepts the need for change to work routines or technology.

## Essential Criteria:

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Willingness and ability to work extended hours starting as early as 8:00am and finishing as late as 5:30pm (AEST) to cover both scheduled and short notice periods of leave.
2. Willingness and ability to work across any CSIRO site in the Victorian Melbourne Region.
3. Demonstrated experience and skills working in a reception/customer service oriented environment, demonstrating the ability and willingness to undertake a range of administrative tasks.
4. Excellent verbal communication skills with a good phone manner and good written skills.
5. Proven ability to demonstrate initiative, actively contribute as a team member and share relevant and useful information.
6. Ability to show discretion and tact when interacting with external and internal clients.
7. Ability to recognise, and seek to resolve problems as they arise and accept personal responsibility for doing the job well.
8. Sound keyboard skills and knowledge of Microsoft Office applications including Word, Outlook, Excel and PowerPoint.

## Desirable Criteria:

1. Experience in using ARC/CUAC phone system.
2. Experience working in a research and development, or similar, organisation.

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!

Find out more about CSIRO [Business and Infrastructure Services](https://my.csiro.au/orginfo/structure/support/cbis)