# Administrative Services – CSOF2

Role summary for potential applicants

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| Advertised Job Title**:** | Receptionist – Part-time |
| Reference Number**:** | 57767 |
| Classification**:** | CSOF2 |
| Salary Range: | AU $45k to AU $59k per annum, plus up to 15.4% superannuation  (salary will be pro-rata for part-time) |
| Location**:** | Floreat (Perth) Western Australia |
| Tenure: | Indefinite – part-time (25 hours per week) |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Functional Area**:** | Administrative Services |
| % Client Focus - Internal: | 50% |
| % Client Focus - External: | 50% |
| Reports to the: | Facilities Coordinator - Perth |

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| **Role Overview:** |
| The role of receptionist is the first point of contact for staff and visitors at a CSIRO site. This role is a locality based position and although there will be a primary “home” site the position may be required to be undertaken across any CSIRO site in the locality.  The receptionist position is focused on quality customer service – on the phone, in correspondence, in person. The role also provides high quality administrative support for and on behalf of CSIRO Business and Infrastructure Services (CBIS), and all tasks will be undertaken in accordance with CSIRO procedures and displaying behaviours which reflect the CSIRO Code of Conduct.  The role is offered on a part-time basis of 25 hours per week; specifically five days at five hours per day (12pm to 5pm). |

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| **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 all staff and clients. * 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 venues, taxis and other shared resources. * Provide administrative support where required in respect to the vehicle fleet e.g. assisting the fleet manager with transporting vehicles for servicing and repairs. * Undertake other CBIS tasks as directed by your supervisor including maintaining spreadsheets and databases, producing signage and preparing miscellaneous correspondence, general finance support to CBIS staff. * Assisting in the security of the sites, including the management and maintenance of keys, proximity cards and related registers. Processing and creation of staff identity cards. Monitoring and management of key safes. * Communicate effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation. * Respond courteously and efficiently to client requests and keep the client informed about ongoing progress. * Records management for CBIS : * hardcopy filing of reception material = i.e. Visitor Logs * hardcopy filing of other material for staff when requested * softcopy filing using HP Records Manager * 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). * Adhere to the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives, and Zero Harm Goals. * Assist CBIS or emergency staff with communications generally and particularly during an emergency. * Any other duties within the scope of this position that may arise from time-to-time, for which the incumbent holds the skills and abilities to perform. |

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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed*  ***Pre-Requisites:***   1. **Licence**: Australian ‘C’ Class Driver’s Licence or equivalent. 2. **Work Location*:*** Flexibility and willingness to work across sites in Perth and work extra hours (as required), covering sick, recreation and other leave. 3. **Technical skills:**Sound keyboard skills and good knowledge of Microsoft Office applications including Word, Outlook, Excel and Power Point. 4. **Communication:**The ability to listen, interpret and convey information and ideas in a clear, accurate manner and establish effective interpersonal relationships with a wide variety of people. 5. **Behaviours:**Capable of professional and respectful behaviours and attitudes in a collaborative environment.   ***Essential Criteria:***   1. Demonstrated skills and experience working in a reception / customer service oriented environment. 2. Proven ability to show initiative, work under general direction, actively contribute and work as an effective team member and share relevant learnings and useful information. 3. Demonstrated ability and willingness to undertake a range of administrative tasks. 4. Sound judgement, including the ability to show discretion and tact when interacting with external and internal clients. 5. The ability to recognise and seek to resolve routine problems as they arise and accept personal responsibility for outcomes. 6. The ability to quickly adapt to technological, structural and procedural changes and maintain professionalism and flexibility.   **As Australia’s Innovation Catalyst, CSIRO has strategic actions underpinned by behaviours aligned to**:   * Excellent science * Inclusion, trust & respect * Health, safety & environment * Delivery on commitments.   **In your application and at interview you will need to demonstrate alignment with these behaviours.** |

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| **Other Information:** |
| **How to Apply:**  Please apply for this position online at <https://jobs.csiro.au/> and enter requisition number **57767**. Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’).  Please load one document containing your CV and a brief cover letter which outlines your interest in the role and your motivations for applying (Maximum 2MB). At the end of the online application process, you will also be required to respond to some screening questions. Where text responses are required, to avoid being timed out of the system we recommend that you prepare your responses offline and paste them into the appropriate spot prior to submitting your application.  If you experience difficulties applying online call 1300 984 220 for assistance. Outside Australian business hours please email: [csiro-careers@csiro.au](mailto:csiro-careers@csiro.au).  **Referees:** If you do not already have the names and contact details of two previous supervisors or academic / professional referees included in your resume/CV please add these before uploading your CV.  **Contact:** If after reading the selection documentation you require further information please contact:  **Mr Ross Casey** by email: [Ross.Casey@csiro.au](mailto:Ross.Casey@csiro.au) or by telephone **08 9333 6282**  Please do not email your application directly to Mr Casey. Applications received via this method will not be considered.  **About CSIRO**  Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. We serve governments, industries, business and communities across the nation.  Find out more! [www.csiro.au](http://www.csiro.au).  We work flexibly at CSIRO, offering a range of options for how, when and where you work. Talk to us about how this role could be flexible for you.  Find out more! [CSIRO Balance](https://www.csiro.au/en/Careers/A-great-place-to-work/Work-life-balance)  **CSIRO Business & Infrastructure Services (CBIS)** is charged with managing the provision, maintenance and operation of all CSIRO's scientific and research facilities. CSIRO has a complex property portfolio of owned and leased facilities that comprise over 1,000 buildings spread across 54 locations within Australia and 1 site in France. These scientific and research facilities are diverse both in location and type.  CBIS delivers it services through its Enterprise functions, which incorporates strategic, capital and estate issues; while the CBIS teams within each Zone deliver the operational property services. CBIS's strategy and operational activities align with CSIRO's strategic direction and scientific activities. |