# Position Details

## Administrative Services – CSOF2

The following information is for applicants

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| Advertised Job Title**:** | CBIS Officer Reception Administration |
| Job Reference: | 60419 |
| Classification: | CSOF2 |
| Salary Range: | AU 46k to AU $60k plus up to 15.4% superannuation (pro rata for part time) |
| Location: | Pullenvale |
| Tenure | Indefinite |
| Hours: | This is a shared role with one positions available:  Afternoon shift 12:30pm to 5:00 pm |
| Relocation Assistance**:** | NA |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Functional Area: | CBIS Facility services |
| Reports to the: | CBIS Coordinator Facilities |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Lynn Cox, Administrative Coordinator 07 3833 5656 |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto: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’ through the ‘People Hub’ icon |

## Role Overview

At the Commonwealth Scientific and Industrial Research Organisation (CSIRO), we do the extraordinary every day. We innovate for tomorrow and help improve today - for our customers, all Australians and the world. We imagine. We collaborate. We innovate. Australia is founding its future on science and innovation. CSIRO is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. CSIRO is Australia's premier research body, delivering innovative science for the benefit of Australians.

CSIRO has a complex property portfolio of owned and leased facilities that comprises over 1,000 buildings spread across 59 locations within Australia and in three countries overseas. These scientific research, (including National Research Infrastructure) and office/administration facilities are diverse in ownership, type of property, age and condition. The property portfolio is managed by CSIRO’s Business and Infrastructure Services unit (CBIS) which has offices in each state.

The CBIS Officer Reception Administration position is often the first point of contact for staff and visitors at a CSIRO site. This role is typically a locality based position and although it may have a primary “home”, the incumbent may be required to work across any CSIRO site in the locality.

The role provides logistical and administrative support for CBIS across a broad range of CSIRO operational functions, focussing on reception; security; stores; mail & freight; waste and fleet.

Administrative staff are focused on quality customer service – on the phone, in correspondence and in person. The role provides administrative and management services to support the effective provision of facility management-related 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.

## Duties and Key Result Areas:

* Respond courteously and efficiently to requests for your services, keep clients informed about progress and redirect requests to appropriate staff when required.
* Provide a high quality reception / Visitor management service as the first point of contact for external and internal clients including efficient referral, enquiries and follow up to staff and clients at the site(s) supported.
* Assist in the security of the site, including management, maintenance and issue of keys; access cards; ID cards; and related staff, visitor and contractor registers.
* Provide administrative support in respect to the vehicle fleet including commissioning and disposing of vehicles, managing vehicle registration and fuel cards, organising maintenance and repairs, updating the Fleet Management system (“FleetWave”; daily management of bookings and acquittals; and providing advice and assistance to local drivers
* Provide administrative support in respect to the store operations including but not limited to, assisting with management of the inventory control system, coordinating stock orders and invoice allocation and payments.
* Provide a receipt and dispatch style service to support the transfer of goods on and off site(s). This may be provided via a dedicated store / dock area or through reception / front office.
* Support the CBIS team by monitoring the team’s email inbox, distributing requests appropriately and escalating issues as required.
* Keep records in accordance with CSIRO’s standards using HPRM.
* Be familiar with the Facilities Management systems at a base / general user level as may be required for the efficient operation of the facility.
* Under general supervision, undertake a range of administrative and facilities management tasks, at times under specific instruction, in accordance with established procedures and using skills developed through experience and/or training
* Provide basic instruction and assistance to staff for the purpose of maintaining accuracy and compliance with policy and procedures, relevant to the immediate work area and responsibilities, as required.
* Look for opportunities to generate improved solutions in work situations, trying creative ways to deal with routine problems and opportunities, and exercising initiative when applying established procedures
* 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 administrative and facilities support 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. Demonstrated work experience as a professional Receptionist with the primary focus being on the provision of quality customer service through front-desk activities and switchboard management, underpinned by excellent communication skills and the ability to multitask.
2. Demonstrated experience and a willingness to undertake a range of administrative support tasks in a general office environment.
3. Proven ability to demonstrate initiative, actively contribute as a team member and share relevant and useful information.
4. An ability to recognise and seek to resolve problems as they arise and escalate issues as required.
5. Demonstrated strong organisational skills and the ability to prioritise demands, accepting personal responsibility for doing the job well.
6. Sound keyboard skills, knowledge of Microsoft Office applications and the ability to become familiar with use of facilities management specific software and systems.

## Desirable Criteria:

1. Demonstrated experience working in a facilities management and/or logistics environment.

**CSIRO is a values based organisation. You will need to demonstrate behaviours aligned to our values of:**

* Integrity of Excellent Science
* Trust & Respect
* Creative Spirit
* Delivering on Commitments
* Health, Safety & Sustainability

## About CSIRO:

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