

Position Statement

Position Title Receptionist		Award/Level PSGOGA Level 1
Business Unit Governance, Strategy & Support	Section GM and Administration	Location E Shed - Fremantle
Current version date: 20 September 2012		

Background to Rottnest Island

Rottnest Island is an A-Class Reserve which lies in the Indian Ocean, 18 kilometres west of Fremantle in south-west Western Australia. The Mediterranean-style climate, scenic natural environment, biodiversity and the turquoise waters in 63 sheltered beaches and 20 bays make Rottnest Island a favourite holiday place for Western Australians and an attractive destination for tourists. The Island has cultural and spiritual significance for many Western Australians including Aboriginal communities across the state. Consequently, every year Rottnest Island welcomes an estimated half a million accommodated guests and day-trippers, attracted by its informal atmosphere, beautiful scenery and the emphasis on ecologically responsible tourism. Additionally, the special attributes of a holiday settlement with no private land ownership or private vehicles, based around heritage buildings in a significant conservation reserve, make Rottnest Island unique in the region.

Rottnest Island Authority

The Island is managed by the Rottnest Island Authority (RIA) in accordance with the Rottnest Island Authority Act 1987 and Rottnest Island Regulations 1988. The RIA is largely self-funded and runs the Island as a business, while being keenly aware of the need to protect the Island's intrinsic values and built assets in its role of custodian.

The RIA employs 120 people throughout the year, with employee numbers rising to 145 during the summer season to include seasonal workers. Work opportunities are diverse; jobs in the organisation cover a wide range of functions, including conservation/environment, park services, community engagement, accommodation and Visitor Centre services, bike hire, tours and transport, cultural heritage, contract management, building development, moorings management, human resources, IT, finance, planning, events, marketing, OSH, risk management and corporate affairs.

Excellent employment conditions are on offer including:

- Flexible working hours
- Generous leave conditions including 14 weeks parental leave after a qualifying period and ability to purchase leave
- An employee benefit scheme
- Access to salary sacrifice arrangements
- Penalty rates for weekend work.

Rottnest Island Authority's Mission

RIA's vision is to become a model of ethical tourism based on financial, environmental and social sustainability. Our mission is to ensure that Island visitors enjoy recreational and holiday experiences in a healthy natural and cultural environment now and into the future.

Rottnest Island Authority's Goals

- Rottnest Island provides a wide range of recreational and holiday services to Island visitors that create a high degree of satisfaction.
- The RIA generates revenue from commercial activities to financially sustain the RIA's operating and asset replacement costs.
- The Rottnest Island's natural environment and cultural heritage are conserved and enhanced as models of sustainability within Australia.
- The RIA acquires and manages its financial and other resources to become financially self-sustainable.
- The RIA becomes an employer of choice within its relevant industries.

Business Unit Objectives

The Governance, Strategy & Support Business Unit provides Finance, Human Resources, Information Technology and Information Services support to the Agency.

Position Objectives

The Receptionist is responsible for ensuring that as the first point of contact for clients and customers, the Rottnest Island Authority (RIA) is portrayed in a friendly and professional manner. This position is also responsible for administering ferry vouchers and maintaining a range of databases relating to administrative functions performed at the Fremantle Office. The expected outcome from this position is the delivery of professional and friendly service to the general public and staff whilst also providing administrative support.

Position Resources

Total number of positions under control:	Direct:	0
	Indirect:	0

Reporting Relationships

The position reports to the Project Officer and works closely with the Governance, Strategy & Support Business Unit.

Refer to attached organisation chart

Key Accountabilities

People:

- Positive contribution to a cohesive and productive business unit team.
- Works collaboratively with staff across the RIA.

Operations:

- Provides comprehensive and quality customer service at all times to both internal and external customers.
- Acts as first point of contact for switchboard and reception enquiries and refers matters to relevant employees in a timely, accurate and appropriate manner.

Financial Management:

- Complies with relevant RIA policies and procedures.

Environment & Heritage:

- Duties are undertaken in line with RIA's environmental and heritage approval and protection processes and obligations.

Compliance:

- Is aware of and complies with obligations in relation to OSH legislation and the RIA's Code of Conduct
- Governance, Strategy and Support achieves no lost time injuries
- Comply with statutory regulations that are applicable to the Authority

Key Measures:

A list of Key Performance Indicators and a performance management framework will be developed and agreed on commencement.

Responsibilities

OPERATIONAL

- Provides receptionist service to the RIA, ensuring delivery of quality services to internal and external customers.
- Operates and maintains the RIA switchboard (4 line console).
- Establishes customer needs and provides follow-up information and/or documentation as required.
- Provides general administrative support to the branch and other senior staff.
- Prepares standard letters, memos and reports in MS Word and MS Excel.
- Orders office supplies and stationery for all RIA business units.
- Organises couriers and the dispatch of external mail, maintaining postal remittance register and reconciling monthly mailing statement.
- Checks newspapers daily for articles about Rottneest and maintains the media book.
- Maintains the electronic organisational directory.
- Updates and maintains reception processes and procedures.
- Provides customers with general information on Rottneest as required.
- Participates and contributes to a positive and innovative workplace environment.
- Other duties as directed.

TEAMWORK

- Actively contribute to a successful and productive team that is outcome focussed and aligned to corporate goals.
- Collaborate with, and support, other team members in order to achieve team objectives
- Foster an open, communicative working environment.
- Demonstrate dedication and commitment to the values and vision of the Rottneest Island Authority and promote inter-departmental co-operation that will support Authority wide initiatives.
- Participate in inter-disciplinary project teams across the RIA which focus on implementation of the Rottneest Island Management Plan.
- Where required, provide support by assisting other RIA departments or operations.

- Where appropriate, attend and participate in events that support on going business & working relationships.

COMPLIANCE & OCCUPATIONAL HEALTH AND SAFETY

- Comply with statutory regulations and government requirements that are applicable to the Authority and the management of complex projects.
- Ensure workplace safety for staff and visitors by adhering to all OH&S policies and procedures and being aware of any changes.
- Achieve 'best practice' operating standards by maintaining an up to date knowledge of, and adhering to, all standard operating procedures

OTHER:

- Other duties as required.

Selection Criteria

ESSENTIAL

1. Excellent oral, written and interpersonal communication skills with the ability to negotiate to reach win-win outcomes.
2. Sound word processing and computer literacy skills, including proficiency in MS Word and MS Excel.
3. Organisational skills with an ability to work effectively under pressure and meet deadlines.
4. Experience in dealing with sensitive and confidential issues.
5. Demonstrated ability to work as part of a broader management team within a diverse organisation.
6. Sound understanding & experience in managing small projects or working in project teams.

DESIRABLE

Nil

ESSENTIAL QUALIFICATIONS

Nil

Additional information

None

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Chief Executive Officer

General Manager Governance,
Strategy & Support

Date

Date

Organisation Chart - Governance, Strategy and Support

