



Position Description

Australian Education Union ACT Branch

The Position

Job Title: Receptionist

Reports To: Business Manager

Classification: Administration

Level: AS02

Role Objective: To provide a comprehensive reception and administrative service whilst maintaining high levels of client service to ensure the effective and seamless operation of the AEU ACT Branch office.

Key Responsibilities

Reception

- Receive visitors to the office by welcoming, directing and announcing them appropriately.
- Manage incoming phone calls, responding to queries, directing calls or taking messages as appropriate.
- Manage the office email account, distributing or responding to enquiries as appropriate.
- Manage incoming and outgoing mail.

Administration

- Manage the office petty cash.
- Prepare invoices and credit card statements.
- Organise and maintain stationery and domestic supplies.
- Facilitate purchasing of equipment and merchandise.
- Assist with a variety of administrative tasks including copying, typing, printing, scanning, filing and archiving.
- Provide coordination for both internal and external meetings and events, including but not limited to venue bookings, catering, ticket sales, venue preparation and clean-up.

Facilities Support

- Support a clean and safe office environment by undertaking daily duties such as running and unpacking the dishwasher, cleaning the coffee machine, removing recycling and assisting with general tidying.
- Manage the distribution, documentation and collection of security passes and keys.
- Liaise with external providers to coordinate office services.
- Manage AEU storage unit based in Fyshwick.

Other

- Provide operational support to the Business Manager as required.
- Any other reasonable duties as requested.



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Key Selection Criteria

1. Experience in a receptionist or administration position.
2. Excellent attention to detail.
3. High level communication and customer service skills.
4. Presentation of a consistently positive and friendly demeanour.
5. Ability to work both autonomously and as part of a team.
6. Demonstrated commitment to the values and principles of trade unions.

Agreement

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____