

# Position Description

## Administrator / Receptionist



**Reports to:** Operations and Administration Team Leader

**Location :** Christchurch

**Delegation Level**

HRD: Nil

**Direct Reports:** Nil

FIN: Nil

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### Position Summary

This role provides administrative support to the Adult, Adolescent, Children's, and Prevention services. It involves Reception duties for the services in Whitmore or Bealey Ave as required, general onsite administration duties to the Head Office teams, and remote support to regional teams.

### Expectations and Deliverables

Provide effective and efficient administrative support to the Agency and its clinical services (i.e., Adult, Adolescent, Children's, Prevention), and Reception duties.

Ensure administrative support tasks are completed to a professional standard and within set timeframes. Manage all client information in a confidential and respectful manner consistent with organisational guidelines.

Support the CE, SLT, and other areas (Operations, People & Culture) as required, such as managing supplies, events, travel and assisting with formatting and preparation of digital and printed documents.

### Your Responsibilities

#### Reception

- Provide a welcoming and professional reception service ensuring a great customer experience for clients, visitors, and callers.
- Answer all phone calls and process enquiries (phone, web, email) professionally and in line with organisational guidelines.
- Ensure all employees and clients use the On Location system.

#### Administration support across the agency

- Assist clinical teams with client correspondence, client documentation, reports, service information packs, genograms, and clinical resources.
- Complete administrative functions in D365 as required for the role including processing referrals, stage gates and survey feedback information.
- Proof and prepare documentation to securely send externally, according to organisational guidelines.
- Provide catering and logistics support for agency meetings, board meetings, training, and other events, as required.
- Provide operational and stakeholder reports as required.
- Manage travel and accommodation and resource booking requirements.
- Support the Operations & Administration Team Leader with supplies management, facilities management and maintenance requirements.

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- Provide administrative support to other agency functions, including People & Culture, Finance, CE, Operations.
- Undertake additional administrative duties as required.

### Health & Safety at Work

- Comply with health and safety procedures.
- Take all practicable steps to ensure personal safety and the safety of others.
- Promptly report incidents and assist in identifying and managing workplace hazards.

## Your Education & Experience

### Education / Professional Qualifications and Technical Skills

- Proficient in Microsoft Office applications and Dynamics 365 or similar CRM systems.
- Excellent oral and written communication skills.
- Strong interpersonal skills and a professional, friendly manner.
- Accurate typing and data entry skills.
- Understanding of information management, document management and electronic filing
- Current full driver's license.

### Work Experience

- Minimum of three years as an administrator and/or with experience of reception duties being an advantage
- Experience working in receptionist/admin role within a clinical environment is preferred.
- Demonstrated ability to work effectively as part of a team.
- Demonstrate sound cultural competence in their approach to working with people of different and diverse cultural backgrounds and an ability to apply this to the NZ context with respect to principles of Treaty of Waitangi.

### Personal Attributes

- A high level of integrity and a strong commitment to providing excellent customer service.
- Demonstrates the ability to engage courteously and professionally with clients, families, and colleagues, while fostering a friendly and welcoming environment.
- Has the ability to manage confidentiality both within the team and with external professionals.
- Highly organised, able to manage multiple tasks and prioritise effectively.
- Self-motivated, adaptable, and resilient under pressure.
- Demonstrates sound judgment and decision-making skill.

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## Your Working Relationships

### Internal

- All Staff
- Board members

### External

- Clients and whānau
- Visitors
- Schools
- External Stakeholders and Partners
- Alliance Partner Agencies
- Travel and Accommodation Providers
- Vendors and Service Providers