

Position Description

Job Title: Reception/Admin Support **Designation:** Permanent
Work Unit: Executive **Position number:** D1110
Staff Supervised: Nil **Responsible to:** Executive Assistant

Primary Objective

To provide an efficient and courteous Reception Service to all visitors to the Management Centre and support to the Executive Team as required.

Key Responsibilities

- Answer all telephone calls promptly and courteously, ensuring all messages are accurately recorded and delivered in a timely manner.
- Responsible for the collection of mail, including courier services locally, interstate and internationally.
- Management of relationship with freight and courier companies.
- Responsible for meeting room bookings, including assisting users with electronic equipment and the on-charging of facility hire.
- Provide support to the Executive Team under direction of the Executive Assistant.
- Update and maintain the media library by uploading articles published that relate to Northern Territory Airports and current notable events in the NT and Australia.
- Maintain stocks of stationery and printed materials and manage relationship with suppliers.
- Maintain office equipment as required and obtain quotes for new pieces of equipment as required.

Selection Criteria

Essential

1. Demonstrated ability in office environment and shows initiative.
2. Computer literate with good knowledge and skills in word processing and Excel. Typing speed of minimum 50wpm.
3. Good oral and written communication skills.
4. Ability to work with minimum supervision.
5. Excellent telephone manner, friendly disposition and ability to communicate with staff and clients.
6. Eligibility to hold an Aviation Security Identification Card and pass an Australian Federal Police Check.
7. NT drivers licence or ability to obtain a licence.

Desirable

1. Competent with PowerPoint and Access.

Key Performance Indicators

- A favourable impression is left with visitors to the AMC.
- Phone calls are answered with a maximum of three rings and the reception area is manned or covered at all times between 8.30am and 5pm.
- Stocks of office supplies and printed materials are maintained at a workable level and do not run out.
- The media library is updated by midday each day.
- Costs associated with freight and courier use are kept to a minimum and maintained "on budget".
- Meeting rooms are maintained with supplies, are tidy and always ready for use.

Approved Chief Executive Officer