

Receptionist Position 2022

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The job

Dunedin Community House is looking for a Receptionist and Administrator.

Dunedin Community House is a non-profit that owns a building in the centre of Dunedin and offers offices, meeting rooms and other services to non-profits.

The job involves delivering Reception services, liaising with tenants and room bookers, health and safety checks, invoicing and accounts receivable, and ensuring things run smoothly in the dynamic environment of Dunedin Community House.

- Pay rate: \$25 an hour.
- 30 hours a week:
 - Monday - Thursday 8:45-3:30
 - Friday 8:45-2:15
- Working at Dunedin Community House, 301 Moray Place, Dunedin

You will be using Google Workspace, Xero, SuperSaas, our cloud PABX, MailChimp, PaperCut and the other systems that keep things running.

Dunedin Community House serves the diverse community of Otago and we work to ensure everyone feels welcomed. Broad cultural competency is crucial.

Dunedin Community House is working to become trauma informed.

First Aid and de-escalation training will be provided.

Apply through Trade Me:

trademe.co.nz/a/jobs/office-administration/reception/otago/dunedin/full-time/lis-ting/3506915728?bof=NaS9DePK

For more information call Rob on 03 471 6150 or email eo@dch.org.nz

Position Description

Position Title	Reception & Administration
Purpose	<ul style="list-style-type: none"> • To ensure a warm, efficient and effective reception for people entering and engaging with Dunedin Community House (DCH) • To ensure DCH financial accounts are administered accurately and in a timely manner • To ensure the safe, smooth, and competent operation of DCH
Reports to	<ul style="list-style-type: none"> • DCH Executive Officer
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • DCH Governance Board • DCH House Management Team, including the EO • DCH Tenants, locker tenants, meeting room bookers and meeting room users <p>External:</p> <ul style="list-style-type: none"> • Contractors and providers of utility services • General public

Key Responsibilities	Deliverables	Outcomes
Reception	<ul style="list-style-type: none"> • Provide a welcoming, helpful and efficient DCH environment. • Operate the reception of DCH from Monday - Thursday 8:45-3:30 PM & Friday 8:45-1:45, excluding stat days and 2 week Christmas shutdown • Respond to inquiries: face to face, phone, email, dealing with the inquiry or routing the inquiry appropriately • Receiving complaints 	All people entering DCH feel welcomed and confident that they will be listened to and treated with respect and dignity
Room Bookings	<ul style="list-style-type: none"> • Takes room bookings in person, by phone and email • Greets room bookers • Bills room bookings • Resolves complaints according to complaints procedure • Projector hire • Meeting room housekeeping 	Using DCH meeting rooms to hold meetings is easy and attractive
Financial Administration	<ul style="list-style-type: none"> • Invoicing tenant services monthly • Ensure rents are paid/ invoiced / receipted • Respond to account inquiries • Accounts payable and receivable 	DCH financial accounts are administered accurately and in

	<ul style="list-style-type: none"> ● Accounts inquiries ● GST ● Generation of monthly financial reports for the Governance Board ● Work in conjunction with the EO 	a timely manner
House Tenant Services	<ul style="list-style-type: none"> ● Day to day liaison with tenants ● General housekeeping ● Notice board management ● Internet and telephones ● Printing and photocopying ● Receive, collect and distribute incoming mail and post outgoing mail ● Oversight of car parking inquiries, parking violations ● Oversight of locker tenant inquiries and use ● Rubbish and recycling ● Recording of maintenance requests and actioning where appropriate ● Maintenance of House records <ul style="list-style-type: none"> ○ Phone list ○ Permanent occupiers ○ Keys ○ First Aid certification ○ Health and Safety 	DCH House tenants feel supported by DCH to provide the best services they can from DCH
Health & Safety	<ul style="list-style-type: none"> ● Orientation talks to room bookers ● Daily and weekly health and safety checks ● Operation of panic alarm system ● Emergency procedures response ● Maintenance of hazard register and incident & accidents notification, investigation forms and register ● Attending DCH Health & Safety Meetings <ul style="list-style-type: none"> ○ Taking minutes of the Health & Safety Committee ○ Updating the DCH Health & Safety and tenant manuals ● Notifying House Manager of any unusual circumstances or incidents 	All people entering and using DCH are safe
Operation of Digital Systems	<ul style="list-style-type: none"> ● SuperSaas ● PaperCut ● Xero ● G Suite ● Mailchimp ● 2talk cloud PABX ● Google services 	The digital environment of DCH runs smoothly and effectively
General Administration	<ul style="list-style-type: none"> ● Communication as needed to tenants, room users, general public via email, 	The operational environment of

	<p>facebook, and appropriate chat apps</p> <ul style="list-style-type: none">● Assisting the House Manager in collecting information i.e. sign-ups for training courses● Updating DCH's Reception & Admin manual, as needed	<p>DCH runs smoothly and effectively</p>
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Personal Requirements		
	Essential	Desirable
Qualifications		
Experience		Working with a wide range of people
Skills	Competence with the use of a computer, especially Google Workspace and Xero accounting software and comfort learning new systems.	Comfort with facebook and chat app
Personal Qualities	<ul style="list-style-type: none"> ● Strong and confident interpersonal skills ● Able to relate to a wide range of individuals, including tenants, clients and visiting public and professionals. ● Ability to learn new computer programmes and operational systems ● Independent worker ● Well organised ● Ability to manage a busy reception & daily tasks ● Ability to respect and maintain confidentiality in relation to the work environment. ● Able to work as part of a team. 	

The intent of this Position Description is to provide a summary of the primary duties and responsibilities expected of a Staff member undertaking this position in DCH. Staff members may be requested to perform other position-related tasks not specified here in order to perform this role.