

Position Description
Receptionist – MatchWorks

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

DIVISION DESCRIPTION

MatchWorks provides a range of employment and related services to job seekers from 19 sites across Greater Geelong, Metropolitan Melbourne, Greater Bendigo and the Hampden region. These services include Job Services Australia, Disability Employment Network and Vocational Rehabilitation Services

BRANCH DESCRIPTION

Job Services Australia helps eligible job seekers by providing individually tailored assistance to develop pathways into sustainable employment.

Position Specifics

Position objective:	To provide first-class customer service to MatchWorks job seekers and employers and administrative support to staff by: <ul style="list-style-type: none"> - Providing efficient and pleasant first contact with customers; - Promptly handling enquiries from customers and staff when operating the switchboard; and - Assisting jobseekers to find employment vacancies using the self-help facilities available at the site
Reports To:	Site Manager
Division:	MatchWorks
Branch:	Job Services Australia (JSA)
Primary Location:	Bendigo
Employment status (F/T, P/T):	Full time
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Karingal Collective Agreement: MatchWorks Operational Staff Structure
Remuneration:	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

Position Responsibilities & Duties

General

- Develop a rapport with job seekers and ensure a quality service is provided.
- Represent MatchWorks in a professional and ethical manner at all times
- Relate to people from a wide range of backgrounds and display empathy to jobseekers

Position Specific

- Assist job seekers with information on the services that MatchWorks provide and other complementary programmes
- Assist jobseekers to use the Kiosk and other job search self-help facilities.
- Dedication, patience and capacity to remain calm under pressure
- Commitment to customer service.

Communication

The main internal interaction will be with all MatchWorks and Karingal staff.

- Attend regular Site meetings
- Liaise with other operational staff to monitor servicing activities
- Contribute innovative ideas for continuous improvement at MatchWorks.

The main external interaction will be with potential jobseekers, registered jobseekers and employers.

- Ensure incoming queries appropriately forwarded in a polite and timely manner.

Documentation

- Completion of a broad range of documentation is required as per PAGES, Centrelink and DEEWR contracts and/or MatchWorks work procedures.
- Documentation must be completed to a high quality standard in line with set requirements
- Documentation must be accurate, up-to-date and submitted in a timely manner

Self Management and Professional Development

- Well-organised approach to providing employment services.
- Coordinating multiple projects simultaneously and productively
- Superior self-management skills, including record keeping and performance analysis
- Willingness to undertake further training for self development
- Participate in relevant industry conferences and training

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

- Adequately record all job seeker and employer contacts
- Type professional resumes as required
- Assist job seekers with information on the services that MatchWorks provide and other complementary programmes
- Portray excellent presentation and communication skills at all times
- Accurately maintain and update job seeker diary and resume summary (VP) entries as required (may vary depending on site)
- Participate in regular audits and other quality processes to ensure that DEEWR requirements are adhered to and key organisational objectives of the Quality Assurance (QA) program are met in a timely manner (may vary depending on site)
- Portray excellent presentation and communication skills at all times
- Ensure all printing and stationery supplies are monitored and orders placed as directed by the site manager
- Ensure that there is always a supply of information packs/brochures readily available to Employment Consultants and job seekers.

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> ▪ Competence in the use of Microsoft Word/Excel, email and internet. ▪ Strong administrative skills including word processing, data entry and filing. ▪ The ability to use office equipment such as photocopiers and facsimile machines. ▪ Proven ability to accurately record and retrieve information using a database system. ▪ Strong customer service skills, including telephone manner ▪ Efficient and accurate typing skills. ▪ Completion of Police Check
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Desirable:	<ul style="list-style-type: none"> ▪ Previous experience in employment services 		
Application Details			
Application instructions:	<p>Please send applications including cover letter and current resume to Karingal via email or post as below.</p> <p>Late applications will not be accepted.</p>		
Email:	workwithus@matchworks.com.au	Postal address:	MatchWorks Level 1/22 Malop St Geelong 3220
Contact person:	Nikki Brogan Recruitment Officer MatchWorks (03) 5229 8733		
Closing date:	<u>31st August 2010</u>		
<p><i>“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.</i></p>			

Please visit our website for more information: www.karingal.org.au