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**JOB DESCRIPTION and PERSON SPECIFICATION**

**DATE:** January 2020

**POSITION:** Receptionist / Office Admin

**REPORTS TO:** Office Supervisor

**LOCATION:** Kidsfirst Kindergartens Head Office

**ADDRESS:** 43 Birmingham Drive, Middleton, Christchurch

**WORKING RELATIONSHIPS:** Head Office staff, teaching and non-teaching staff, Board, the Association’s various advisors and contractors, parents and caregivers attending our services, the general public, external organisations and agencies.

**Purpose of the role:**

The Receptionist / Office Admin is responsible for ensuring a professional and personable first impression of the Association for all customers whilst providing efficient and effective administrative support within the Association.

**General:**

As an employee of Kidsfirst you are required to;

* Respond to the changing needs of the Association, performing other tasks as reasonably required.
* Maintain a strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Kidsfirst policy.
* Assist, support and respond to, as reasonably required, any event where the Emergency Plan at head office is activated.
* Hold a clear drivers license and have no criminal record for the duration of employment.
* Provide a high level of customer service delivery for both internal/external clients and stakeholders.

**Key Areas of Responsibility:**

**Reception**

* Provide prompt and high level customer service to telephone enquiries and visitors to Head Office.
* Promptly process incoming and outgoing mail and courier deliveries.
* Undertake ordering of stationery, groceries / housekeeping supplies and other resources.
* Undertake general office duties and administrative support, including word processing, desk top publication, filing, photocopying and laminating as required.
* Ensure reception, meeting rooms, photocopying and kitchen areas are neat, clean, tidy and professional looking at all times.
* Observing and upholding the Associations values of bi-cultural practices.

**Administration to Professional Leaders**

* Provide administrative support to the Professional Leaders as required.
* Provide support for conferences / workshops run by the Professional Leaders.
* Process teacher certification documentation to Education Council and into Kidsfirst systems.
* Assist in collation, filing and summary of teacher related information.
* Preparation of professional development resources and documentation.

**General Administration**

* Maintain Infocare records, carry out billing, frequent absence, audits, RS7’s, WINZ queries and answer any enquiries from parents and teaching staff.
* Provide day to day ICT and telecommunication support to Kidsfirst teachers and head office.
  + Undertake tasks associated with the Association’s network and ICT resources, including co-ordination with teaching staff and ICT provider, logging of jobs and follow through, communicating effectively with all relevant parties.
  + Ensure everyday support is provided to staff in a timely and professional manner.

Provide secretarial and administrative support as required including ensuring filing is done weekly.

**Health & Safety**

* Responsible for keeping yourself and others safe while at work, complying with Kidsfirst health and safety systems and ensuring that effective reporting structures are in place and appropriate action taken to minimise health and safety risks within your area of control.

Provide cover and support for the Receptionist / Office Admin (Property) during periods of absence.

To undertake other duties, projects and responsibilities as reasonably requested by the Office Supervisor.

**PERSON SPECIFICATION**

The successful applicant must possess personal qualities and relevant experience, which will enable them to carry out the key tasks identified in the position description.

The relevant skills, abilities and qualities required for this position include:

**Required:**

* 2 - 3 years’ experience in a previous reception or front end customer service position
* Previous experience and proficiency in working with systems and databases
* Excellent interpersonal skills and the ability to deal with people from a wide range of ethnic and socio economic backgrounds
* Ability to provide a high standard of customer service
* Ability and commitment to working as part of a team
* Strong verbal and written skills with a focus on attention to detail
* Effective time management skills, high degree of accuracy and the ability to prioritize work
* Proficient in the use of computer software required for the position i.e. Microsoft Office, Publisher, Outlook
* Flexibility and adaptability and the ability to demonstrate initiative
* A sense of humour and enjoy working with people

**Desired:**

* Proficiency in working with billing software.
* Experience in responding to billing queries
* An interest in assisting with basic ICT support queries with the desire to learn