

<b>Position title</b>	Receptionist	<b>Reporting to</b>	Executive Officer
<b>Department</b>	Office of the Chief Executive	<b>Direct reports</b>	Not applicable
<b>Classification</b>	Band 3 - Administration	<b>Employment type</b>	Permanent Full-time
<b>Date</b>	July 2024	<b>Location</b>	National Office

## The Organisation

The Australian College of Rural and Remote Medicine Limited (ACRRM) is an accredited specialty medical college responsible for setting and maintaining professional standards for specialist general practitioners and rural generalists in Australia.

Nationally, ACRRM has more than 6,000 members, including Fellows, trainees and associate members, who live and work in rural, remote and First Nations communities across Australia. Members provide expert front line medical care in a diverse range of settings including general practices, hospitals, emergency departments, Aboriginal health services and other remote settings such as RFDS and the Australian Antarctic Division.

ACRRM's core business is training and assessing specialist general practitioners for a rural generalist scope of practice, setting clinical standards for rural generalist practice; and support and advocacy services for rural, remote and First Nations communities and the health teams that serve them. Its vision is "Healthy rural, remote and First Nations communities through excellence, social accountability and innovation".

The company's headquarters is located in Brisbane, Queensland although the majority of staff work flexibly from state, regional or rural locations across the country. ACRRM offices are also located in Adelaide, Perth, Bunbury, Bendigo, Wodonga, Rockhampton and Darwin.

## Our Values

**Optimism:** We believe we can individually and collectively make a positive difference in the lives and wellbeing of others. We are curious, creative and constantly exploring new ways to achieve our goals. We celebrate success and share our ideas and experiences with others.

**Conviction:** We have a deep understanding of our obligation and opportunity to deliver the best possible response to the priority health needs and challenges of our rural, remote and First Nations communities. We work with, for, and as members of, the communities we serve.

**Courage:** We are prepared to speak out, challenge the status quo and embrace change. We are champions, supporters and guardians. We are comfortable with uncertainty. We humbly seek to understand our limits and to collaborate with others to ensure the best possible outcomes.

**Inclusiveness:** We are a friendly and welcoming Mob from across Australia and around the world, united by a shared vision. We take strength from our diversity and relationships. We listen, learn and care for each other with dignity and respect. We love to laugh and have fun, and to celebrate the joys in life and work.

## Overview of Position

As the Receptionist you are required to support the Office of the Chief Executive Officer and other business units when required to be able to deliver on their objectives. Supporting staff to deliver member objectives. Role modelling the behavior's that underpin professionalism and excellent customer experience.

## Duties and Responsibilities

With broad direction and support from the Executive Officer:

### Reception and Administration

- 1) Professional call flow management including answering incoming calls, transferring to appropriate employees.
- 2) Review web enquiries and ensure they are promptly forward to relevant business areas.
- 3) Review and distribute incoming correspondence.
- 4) Provide a friendly, professional meet and greet service for all visitors, ensuring their needs are met, and the appropriate contact is notified.
- 5) Coordinate the supply and delivery of external services including but not limited to:
  - a) office premises maintenance and contractors
  - b) stationery and meal room consumables
  - c) catering for meetings
  - d) offsite storage
  - e) mail and freight
- 6) Assist operational teams with ad hoc clerical duties.
- 7) Book travel and accommodation as required.
- 8) Prepare and oversee meeting rooms, meal rooms and facilities.

### Records Management

- 9) Data entry in customer relationship management software.
- 10) Draft correspondence, including proforma letters.
- 11) Coding of invoices.

## Key Competencies

- 1) Experience as a receptionist and/or in a customer service-related position.
- 2) Professional presentation. Excellent telephony, written and verbal communication skills, including ability to maintain composure and respond effectively in difficult conversations.
- 3) High level personal organisational skills, ability to multitask, with a courteous and solutions focused approach to customer service.
- 4) Attention to detail. Ability and willingness to follow through on a task to the end.
- 5) Initiative and problem-solving abilities.

## LEADERSHIP BEHAVIOURS

BEHAVIOURS	WHAT THIS MEANS FOR THE ROLE
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Ensure communication is clear and professional</li> <li>▪ Is able to adapt communication style to relate to a diverse range of people</li> <li>▪ Communication is effective and outcome oriented</li> </ul>
<b>Engage Teams</b>	<ul style="list-style-type: none"> <li>▪ Engage teams to achieve results and drive accountability</li> <li>▪ Demonstrate and role model appropriate behaviours</li> <li>▪ Ability to have difficult conversations that result in desired outcome</li> </ul>
<b>Manage Work</b>	<ul style="list-style-type: none"> <li>▪ Adopts a systematic approach to managing work</li> <li>▪ Organises, prioritises and independently solves problems</li> <li>▪ Takes personal responsibility for meeting objectives and progressing work.</li> </ul>
<b>Develop Others</b>	<ul style="list-style-type: none"> <li>▪ Identify skill and capability gaps within the team</li> <li>▪ Trains and mentors others</li> <li>▪ Has meaningful development discussions with team</li> </ul>
<b>Ownership</b>	<ul style="list-style-type: none"> <li>▪ Take accountability for the performance of the team</li> <li>▪ Ensure issues are followed through to resolution and own the outcomes</li> <li>▪ Effectively communicates</li> </ul>