

# Front Desk Administrator

## Position Description



<b>Reporting</b> Office Manager	<b>Location</b> Kalimna	<b>Hours</b> Casual	<b>Contract</b> Ongoing	<b>Reports</b> Nil	<b>Job Level</b> Crew
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GLaWAC considers that being of Aboriginal or Torres Strait Islander heritage is a genuine occupational requirement for this position

## Role Purpose

The Front Desk Administrator provides a key customer service for GLaWAC. You are the first contact for all enquiries through either phone, email, or face to face at the Forestec office. You deliver the efficient running of the front office area and provide administrative assistance that supports the day-to-day operations of GLaWAC.

The position will welcome customers and inform and guide visitors as to GLaWAC's activities and attractions. You will create a positive experience to encourage repeat visitation by providing exceptional customer service and administrative support to internal and external stakeholders.

## The Role

 <p>Greeting all visitors and enquiries with a friendly manner. Addressing calls, emails and enquiries from Gunaikurnai community, Board members, GLaWAC stakeholders and visitors to GLaWAC.</p>	 <p>Provide a strong support to admin staff as part of a team that is efficient, effective, and culturally respectful.</p>
 <p>Ordering equipment/stationery/staff amenities, record-keeping, data-entry, filing, photocopying, mail, cleaning, setting up for catering and meetings, scheduling appointments, etc.</p>	 <p>Support processes of all GLaWAC teams including, financial, cultural and community activities. Organising catering for internal and external stakeholder meetings.</p>
 <p>Informing and guiding visitors and tourists about our GLaWAC attractions including the Bush Café and Gallery.</p>	 <p>Regular liaison with stakeholders, members, Elders, and community members.</p>

## Other Requirements

- Although we may offer work flexibility to work from home, the employer can direct you to return to the office
- Always demonstrate GLaWAC values
- Requirement to undergo vaccinations where applicable
- Current Victorian Manual Driver's Licence
- Mandatory random Drug and Alcohol Testing (Policy Agreement)
- Working With Children Check and/or Police Check
- Other duties as required

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## Essential Skills/Experience

- Being of Aboriginal or Torres Strait Islander heritage is a genuine occupational requirement for this position.
- Experience in a similar role.
- Ability to communicate with people effectively at all levels.
- Ability to build and maintain excellent working relationships.
- Attention to detail.
- Computer literacy, good skills in Microsoft Office Suite.
- Demonstrated ability to manage multiple projects with competing timelines, good time management and organisational skills.
- Ability to problem solve.
- Ability to work independently.

## Desirable Skills/Experience

- Knowledge of Gunaikurnai culture, values, aspirations and customs and experience working with the Gunaikurnai people, community and key organisations and stakeholder groups.
- Experience working with Aboriginal people, including a demonstrated ability to communicate and engage sensitively and effectively with Traditional Owner led communities and organisations, knowledge of the social and cultural issues they experience along with a genuine appreciation and respect for their culture.

## Core Leadership Capabilities

- 1. Cohesive - have each other's backs
- 2. Cultural - have the REAL conversations
- 3. Courageous - Be respectful and safe
- 4. Persistent - Be committed to the purpose and lead by example