

## **POSITION DESCRIPTION**

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**POSITION TITLE:** Reception and Accounts Assistant

**REPORTS TO:** Operations and Finance Manager

**DIRECT REPORTS:** NIL

### **POSITION SUMMARY:**

This position is the face of Variety – it is this role's responsibility to meet and greet guests that come to the Variety office both personally and through our phone/email system whilst also providing general accounts receivable and payable support under the direction of the Operations and Finance Manager.

The reception and accounts assistant is responsible for assisting the Variety SA team with the accurate and timely execution of administrative and basic financial functions of the organisation.

This role has both internal and external customers. Accuracy, open communication, attention to detail and a desire to exceed client expectations are key prerequisites of this role. The successful applicant will be a team player, a person who can pull their weight, able to work unsupervised, lead by example and work for the greater good, to achieve the team and organisations goals.

### **KEY RELATIONSHIPS:**

Internal	External
<ul style="list-style-type: none"> <li>• CEO</li> <li>• Finance Manager</li> <li>• Variety SA Team</li> <li>• Volunteers</li> <li>• Board Members</li> </ul>	<ul style="list-style-type: none"> <li>• Event Entrants</li> <li>• Grant Recipients &amp; Families</li> <li>• Donors</li> <li>• Suppliers</li> <li>• Sponsors, Members and Business Partners</li> </ul>

**POSITION REQUIREMENTS:**

Key Result Area	Major activities	Performance Assessment Methods
Reception	<ul style="list-style-type: none"> <li>• Greet visitors in a friendly and professional manner, providing excellent, professional and consistent customer services;</li> <li>• Ensure all incoming telephone calls are answered in a timely and welcoming manner;</li> <li>• Develop a good rapport with Variety SA's clients, event participants and all function attendees;</li> <li>• Utilise effective customer relations skills to foster a strong working relationship with all internal and external stakeholders;</li> <li>• Maintain a tidy, clean and efficient reception area</li> </ul>	<ul style="list-style-type: none"> <li>• Calls answered in a timely and efficient manner and triaged appropriately</li> <li>• Positive feedback from internal and external stakeholders</li> <li>• Efficiencies and effectiveness of office administration duties</li> </ul>
Mail	<ul style="list-style-type: none"> <li>• Collect mail from PO Box</li> <li>• Process and log all incoming and outgoing mail, ensuring all incoming mail is date stamped and distributed to the appropriate persons</li> <li>• Ensure all outgoing mail is mailed daily</li> <li>• Organise couriers as requested</li> </ul>	<ul style="list-style-type: none"> <li>• Log maintained</li> <li>• Mail date stamped</li> <li>• Outgoing mail is mailed daily</li> </ul>
Database	<ul style="list-style-type: none"> <li>• Enter all updated client and event information is accurately entered into the database</li> <li>• Ensure Return to Sender (RTS) mail is updated in the database to show status "Do Not Send"</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain accurate and up to date records within the database</li> </ul>
Office Maintenance	<ul style="list-style-type: none"> <li>• Maintain a clean and tidy work space including reception, boardroom and kitchen areas.</li> <li>• Maintain register of maintenance that needs to be completed and liaise with contractors to receive quotes</li> <li>• Maintain cleaner communication register</li> </ul>	<ul style="list-style-type: none"> <li>• Areas and clean and well maintained</li> <li>• Ensuring that any work to be completed onsite is organised in a timely fashion</li> </ul>

Key Result Area	Major activities	Performance Assessment Methods
Administration and General Tasks	<ul style="list-style-type: none"> <li>• Provide word processing, data input, filing, photocopying, email and general administrative and finance services;</li> <li>• Undertake general administration duties as required</li> <li>• Maintain office calendars</li> <li>• Maintain administrative databases including room bookings, master calendar, internal phone directory, promotion and equipment loan registers.</li> <li>• Prepare Boardroom for Variety and Board meetings as per schedule; includes catering</li> <li>• Travel Bookings and coordination as required</li> <li>• General administrative duties to assist Variety achieve its mission</li> <li>• Provide assistance at events and functions including out of hours activities as required</li> </ul>	<ul style="list-style-type: none"> <li>• Efficiencies and effectiveness of office duties</li> <li>• Accuracy in all CRM Inputs</li> <li>• Administration tasks completed in a timely and accurate manner</li> </ul>
Accounts Receivable	<ul style="list-style-type: none"> <li>• Accurately recording of daily transactions from online donation platforms and bank transactions.</li> <li>• Processing Accounts receivable into the CRM for events, bookings and donations</li> <li>• Receipt, reconcile and bank monies in cooperation with the Finance &amp; Operations Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate recording to all incoming financial transactions</li> </ul>
Accounts Payable	<ul style="list-style-type: none"> <li>• Processing general Accounts Payable entries into MYOB</li> <li>• Credit Card receipt collection and reconciliation</li> <li>• Matching, batching and coding high volumes of invoices</li> <li>• Investigating invoice discrepancies</li> <li>• Assisting with Weekly Banking payments as required</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy in recording to all financial transactions</li> </ul>

<p>People and Learning</p>	<ul style="list-style-type: none"> <li>• Comply with all VSA policies;</li> <li>• Foster a positive personal relationship with all relevant stakeholders.</li> <li>• Communicate with the broader SA community to create a positive and educated understanding of the core values of Variety and the inspirational outcomes delivered through the grants program.</li> <li>• Assist the Marketing and Communications Manager in providing a healthy work environment that encourages teamwork, supports Variety values and promotes a positive culture.</li> <li>• Ensure that all safe work practices are followed;</li> <li>• Assist the CEO in providing a healthy work environment that encourages teamwork, supports Variety values and promotes a positive culture;</li> <li>• Participate in all compulsory and allocated training and development opportunities;</li> <li>• Participate in the team meetings and planning days;</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from Manager during the formal review process</li> <li>• 100% adherence to and compliance with all policies and procedures</li> </ul>
<p>Team involvement and organisational culture</p>	<ul style="list-style-type: none"> <li>• Actively embrace and demonstrate commitment to the organisational values</li> <li>• Develop and maintain supportive and collaborative relationships within and amongst teams</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback received through annual performance review and culture survey</li> </ul>

**KEY SELECTION CRITERIA:**

Profile	Element
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft administration systems and processes</li> <li>• Accounts Payable &amp; Receivable experience</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Ability to prioritise effectively and manage multiple projects simultaneously</li> <li>• Strong computer skills with knowledge of Microsoft suite of products and database management</li> <li>• General knowledge of MYOB</li> <li>• Database Entry</li> <li>• Strong Organisational Skills</li> <li>• Excellent verbal and written communication</li> <li>• A positive and professional attitude</li> <li>• Ability to analyse issues, evaluate solutions, develop sound conclusions and recommend a course of action</li> <li>• Well-developed Interpersonal skills and the ability to build and maintain key relationships</li> <li>• Attention to detail including personal presentation</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Proven &amp; successful experience working in a multi-team work place</li> <li>• Demonstrated experience in administrative tasks and database input</li> <li>• Experience in accounts payable and receivable processing</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Ability to work as part of a busy team, be self-directed and proactive</li> <li>• Strong customer service focus</li> <li>• Outcomes focussed and achievement orientated</li> </ul>
Other requirements	<ul style="list-style-type: none"> <li>• Current Police Clearance</li> <li>• Occasional out of office hours' work may be required.</li> <li>• Current Drivers Licence</li> </ul>