



## JOB SPECIFICATION

### **POSITION DESCRIPTION**

**Position:** Receptionist/Administration Assistant

**Reports to:** Administration Officer

**Direct reports:** None

**Purpose:** To provide efficient and effective administration support services to both the General Secretary and National Office staff. To provide optimum customer service at all times to the Rail and Maritime Transport Union team and to the members.

<b><i>Key Tasks</i></b>	<b><i>Performance standards</i></b>
<b>General administration duties</b>	
Responsible for providing and maintaining resourceful, professional and reliable support services.	<ul style="list-style-type: none"> <li>• Ensure that the Rail Maritime Transport Union membership database is accurate and up to date.</li> <li>• Assist with organising workflow and office routine ensuring maximum productivity, accuracy and reliability.</li> <li>• Responsible for the accurate collation of data and information from different sources to complete required reports.</li> <li>• Complete reports to be regularly submitted to the National Management Committee.</li> <li>• Responsible for the ordering of stationery and apparel supplies for the office as required.</li> <li>• Ensure all filing requirements are completed on a daily basis.</li> <li>• Resolve general enquires from both union members and other visitors.</li> </ul>
<b>Reception Duties</b>	

Provide exceptional customer service to union members and visitors.	<ul style="list-style-type: none"> <li>• Monitor company communications (telephone, fax, email and mail) regularly.</li> <li>• Assist with all reception duties and the day to day operations of the office.</li> <li>• Ensure that all walk ins, calls and emails are addressed promptly, whilst in a helpful friendly manner.</li> <li>• Be the first point of contact for all union member enquiries.</li> <li>• Deal with all enquiries in a polite, courteous manner, ensuring they are either resolved immediately or referred and escalated promptly to the appropriate person.</li> </ul>
<b>Meetings</b>	
Responsible for arranging and coordinating scheduled meetings.	<ul style="list-style-type: none"> <li>• Attend meetings and record the minutes as required by the General Secretary.</li> <li>• Book venues for meetings and inform required attendees.</li> <li>• Prepare the meeting agenda and create any documents required for the meeting.</li> <li>• Create meeting reports as required by the General Secretary.</li> </ul>
<b>Events and Travel</b>	
Responsible for arranging and coordinating conferences, functions and territory visits.	<ul style="list-style-type: none"> <li>• Prepare and dispatch invitations to required attendees.</li> <li>• Coordinate and support all event planning.</li> <li>• Formulate travel itineraries as required.</li> <li>• Responsible for coordinating and booking travel for all office staff.</li> </ul>
<b>Team Responsibilities</b>	
To work effectively as part of a team.	<ul style="list-style-type: none"> <li>• Effectively communicate with the Administration Officer.</li> <li>• Create and maintain strong relationships with the entire team, through effective communication.</li> <li>• Create a supportive work environment.</li> </ul>
<b>Health and Safety</b>	
Be aware and follow all Health and Safety procedures and policies in the workplace.	<ul style="list-style-type: none"> <li>• Understand and meet obligations as required of the Health and Safety in Employment legislation.</li> <li>• Adhere to all company health and safety policies effectively.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure all hazards and risks are identified and reported following company policies.</li> <li>• Ensure all emergency procedures are understood and adhered to.</li> <li>• Ensure the use of all appropriate personal protective equipment to carry out duties safely and effectively on a daily basis.</li> </ul>
<b>Sundry Duties</b>	
Additional duties are willingly carried out when required.	<ul style="list-style-type: none"> <li>• Assist other staff in the team with workflows, anticipating times of demand and prioritising workload accordingly.</li> <li>• Ensure all other tasks, projects or responsibilities delegated or assigned by the Administrative Officer and General Secretary are completed accurately, professionally and in a timely manner.</li> </ul>

## 1. CORE COMPETENCIES

<b>Competency</b>	<b>Definition</b>
Analysis and Problem Solving	Securing relevant information and identifying key issues and relationships from a base of information. Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisation values.
Quality Orientation/Attention to Detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job, accurately checking processes and tasks, maintaining watchfulness over a period of time.
Computer Literacy	Knowledge and experience in contemporary software packages.
Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication). Adjusting language or terminology to the characteristics and needs of the audience. Expressing ideas clearly in documents that have organisation, structure, grammar, language and terminology adjusted to the characteristics and needs of the audience.
Planning & Organising/Work Management	Establishing a course of action for self and/or others to accomplish a specific goal, planning proper assignments or personnel and appropriate allocation of resources.
Initiative	Making active attempts to influence events to achieve goals, self-starting rather than adopting a reactive approach, taking action to achieve goals beyond what is required, being proactive.
Teamwork/Collaboration	Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organisational goals, taking actions that respect the needs and contributions of others, contributing to and accepting the consensus, subordinating own objectives to the objectives of the organisation or team.
Tolerance for Stress	Maintaining stable performance under pressure and/or opposition (such as time pressure or job ambiguity) relieving stress in a manner that is acceptable to the person, others and the organisation.

## 2. QUALIFICATIONS

- A certificate or qualification in administration or a related field would be beneficial.

### 3. **TECHNICAL SKILLS**

- Strong Microsoft Word, Excel and Access skills.
- Superior verbal and written communication skills.
- Exceptional organisational and time management skills.
- High attention to detail.

### 4. **EXPERIENCE**

- Previous administration experience.
- Previous customer service experience, ideally in a customer facing role.

***Agreed by:***

\_\_\_\_\_ (Job holder's signature)

\_\_\_\_\_ (Manager's signature)

\_\_\_\_\_ Date