

Job Description

Receptionist



This job description outlines the purpose, key responsibilities, measures of success, values and professional behaviours and skills required for success within the role. It also describes the key measures of success of the role and provides focus for recruitment, development, career planning, performance management and remuneration initiatives.

Position Title:		Receptionist
Location:		Bowhill, South Australia
Current as of:		March 24
Reports to:		HR Manager
Direct Reports:		Trainee Receptionist
Key Relationships:		HR, Quality, Projects, CEO, Accts & General Manager

Purpose

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- **Together we thrive**
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Mission

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- **We transform communities & our people, by optimising & building structures that matter**
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Core Values

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- **We do what we say we are going to do**
 - **We get things done, together**
 - **We work smarter**
 - **We help our clients win**
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Core Competencies

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- **Smarter together** - optimization specialists in large, welded components
 - **Win Before you Start** - cost with certainty
 - **Complexity done excellently** - systems and process, refinement
 - **Committed to Our Community** - strengthen our region
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Role Purpose:

As a Receptionist, your first responsibility, is to ensure the smooth & efficient running of our Reception. This includes direct support to our trainee receptionist (when available).

As the main Receptionist, you will be responsible for first contact point for our clients, so it is incredibly important that this impression of Bowhill is positive and memorable. "Clients are like old friends" is part of our brand and we need to live and breathe this mantra every day. Your ability to tell the Boweng story is integral in promotion of our purpose, mission, values and core competencies.

This HR Team role will thrive with established skills & support in multiple administration disciplines. Being, an integral part of the HR Team your role will to be provide clerical support where priorities may change quickly, while retaining your own core functions and the ability to delegate basic functions to the Trainee as applicable.

Growth opportunities include meeting administration & facilitation.

You have the following key areas of responsibility:

- Administration
- People & Culture
- Continuous Improvement

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KEY RESPONSIBILITIES

RESPONSIBILITY	EXAMPLES	MEASURES OF SUCCESS (KPIs)
Administration Assist	Administration <ul style="list-style-type: none">Smooth & efficient overall administration assistance and coordination, providing indispensable support to all teams and requirements.Support to payroll ensuring employee timecard completed and approved dailyPrompt & organized meeting facilitation	<ul style="list-style-type: none">You're on top of everything administratively and keep a tight ship in regard to priorities and focusThe "go to person" for administration support & delegationRoster Master – green and ready to go!Meetings are prepared in advance to help them be effective
People & Culture	<ul style="list-style-type: none">Staff recognition, culture & retention of staff is high priority in the facilitation of the Employee Wellbeing & Staff Recognition calendarYou are passionate & drive the culture within our workplacePromote company purpose, mission, values & core competencies to all clients, visitors, staff, etc.	<ul style="list-style-type: none">Staff feel valued and enjoy coming to work every day, bring the fun to the workplace!Events are planned, budgeted & inclusive of all staffClients and visitors are impressed by the values promoted by Boweng
Continuous Improvement	<ul style="list-style-type: none">Simplify and streamline procedures, ensure they are relevant, up to date and being usedOwn the space; electronic, hardcopy, office space, workspace, filing, archive – 5S everything!	<ul style="list-style-type: none">Procedures simple and easy to useTidy, organised and systemised

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ADMIN/PRODUCTION BEHAVIOURS

BEHAVIOUR	WHAT THIS MEANS FOR THE ROLE
Adaptable	<ul style="list-style-type: none"> ▪ Demonstrates the ability to handle a broad range of different tasks and assignments ▪ Adjusts quickly to different work environments ▪ Changes priorities when required without irritation
Reliable	<ul style="list-style-type: none"> ▪ Creates and/or follows procedures to achieve a high level of quality, productivity and service ▪ Dedicates the required time and energy to tasks to ensure that no aspect of the work is neglected ▪ Maintains high level of character and a professional attitude the role
Engaged	<ul style="list-style-type: none"> ▪ Creates and/or follows procedures to achieve a high level of quality, productivity and service ▪ Asks for direction to verify own accountabilities if unsure and escalate issues in an appropriate timeframe ▪ Dedicates the required time and energy to tasks to ensure that no aspect of the work is neglected
Skillful	<ul style="list-style-type: none"> ▪ Remains up to date with the latest technologies and development in area of expertise ▪ Is able to identify the skills required for personal growth and development ▪ Is committed to continuous learning and self-improvement
Initiative	<ul style="list-style-type: none"> ▪ Looks for new and productive ways to make an impact when it comes to generating new ideas or processes ▪ Is hard working and self-motivated ▪ Identifies and acts on better ways to do things
Team Player	<ul style="list-style-type: none"> ▪ Assists team members to ensure all responsibilities are met, and seeks assistance as required ▪ Is courteous and treats others with respect ▪ Works on projects as part of a team, exchanging ideas and contributing skills that complement those of the other team members
Communication	<ul style="list-style-type: none"> ▪ Communicates positively and professionally with team members and customers at all times ▪ Communicates verbally and in written form with clarity ▪ Organises and expresses ideas and information clearly, using appropriate and efficient methods of conveying the information

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BOWHILL ENGINEERING CODE OF CONDUCT

We Expect and Accept:	We Don't Expect or Accept:
<ul style="list-style-type: none">▪ Honesty	<ul style="list-style-type: none">▪ Dishonesty
<ul style="list-style-type: none">▪ Teamwork	<ul style="list-style-type: none">▪ Negativity
<ul style="list-style-type: none">▪ Respect	<ul style="list-style-type: none">▪ Backstabbing
<ul style="list-style-type: none">▪ Patience and Tolerance	<ul style="list-style-type: none">▪ Intimidation
<ul style="list-style-type: none">▪ Work life balance	<ul style="list-style-type: none">▪ Handballing

DESIRABLE REQUIREMENTS

- Valid Driver Licence and reliable transport

QUALIFICATIONS

- Cert III Business Administration

EXPERIENCE

- Customer service (as a minimum)
- Microsoft Word, Excel & Outlook (as a minimum).