# Reception Services Officer

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| Classification: | Level 2 |
| Type of employment: | Fulltime – Sessional/ Non-Sessional |
| Unit: | Security and Reception Services |
| Date last updated: | May 2022 |
| This position reports directly to: | Reception Services Coordinator |
| This positions Supervisor is responsible to: | Security and Reception Services Manager |
| Number of staff reporting to this position: | Nil |

## About the Unit

Parliament House Security provides a secure environment for Members of Parliament, staff and visitors within the Parliamentary precinct, including annexes. The unit is responsible for the protection of property within the Parliamentary precinct including the secure processing and distribution of mail, and ensures that personnel safety is a priority in the delivery of its service.

Security and Reception Services provides front line customer service, welcoming people to Parliament, dealing with telephone and face to face enquiries, issuing visitor passes, connecting guests with their hosts and representing Parliament in a courteous and professional manner.

## Primary Responsibilities

1. Provide courteous, professional, high quality front line reception services to Members of Parliament and staff, and visitors.
2. Reception Staff rotate between front reception desk enquiries/pass management and main foyer customer service/switchboard.

## Specific Duties

1. Demonstrate a courteous, professional, approachable and welcoming service standard during all customer contact.
2. Welcome visitors and co-ordinate their arrival. Register visitors using visitor management software and issue visitor passes.
3. Work closely with Security Officers to effectively manage people attending the Parliament.
4. Create staff and contractor passes and update database in the Gallagher system.
5. Operate the telephone switchboard and co-ordinate the distribution of telephone messages throughout the Parliament.
6. Provide information and answer enquiries, over the phone and face-to-face, about the Parliament to Members, staff, government bodies and visitors
7. Demonstrate an awareness of the role of the Parliament, its history, and current affairs that relate to the Parliament.
8. Develop an awareness of (be able to identify) Members of Parliament, Ministers, and staff.
9. Maintain the Contact Database
10. Use the public announcement system (PA) to page people on behalf of Members and staff.
11. Maintain discretion and confidentiality when dealing with Members, staff and visitors.
12. Manage bookings for the Parliamentary Services meeting rooms
13. Distribute mail to appropriate building occupants.
14. Co-ordinate the sales of stamps, Parliament House gifts and souvenirs to Members of Parliament, staff and visitors using the organisations Point of Sale system.
15. Monthly stocktake of stamps and gifts with Catering representative.
16. Record lost property
17. Assist in Reception staff training as required.
18. Process Security Access Card applications.
19. Resolve ambiguous requests that fall outside SOPs.
20. Assist with purchasing unit supplies.
21. Record statistics for the Reception and Security Unit.
22. Role model appropriate behaviour that demonstrates leadership and integrity.
23. Provide administrative support to the Security and Reception Services unit including Standard Operating Procedures and Policies.
24. Act in the Reception Services Coordinator role as required.
25. Other duties as directed by the Security and Reception Services Manager.

## Selection Criteria

#### Essential

1. Minimum 2 years experience in a similar customer service role.
2. Understanding of, and experience with, contemporary information technology including Visitor Management Software.
3. Experience co-ordinating groups.
4. Experience operating a telephone switchboard.
5. Good attention to detail, enthusiasm and a high standard of personal presentation.
6. Sound judgement, tact and discretion.
7. Demonstrated ability to work as part of a team.

#### Desirable

1. Knowledge and understanding of the role of Parliament.

## Competencies

#### 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.

#### CUSTOMER SERVICE/FOCUS

##### Pro-actively developing customer relationships by making efforts to listen to and understand the customer (both internal and external); anticipating and providing solutions to customer needs; giving high priority to customer satisfaction.

#### INTEGRITY

#### Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

#### PROBLEM SOLVING

##### 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 organisational values.

#### ATTENTION TO DETAIL

##### Accomplishing tasks whilst maintaining a concern for all areas involved; accurately checking processes and tasks.

## Unit Organisational Structure

## Parliamentary Service Department Values

Parliamentary Service Department staff are expected to embrace the following four values, which underpin positive culture and behaviours.

**Professional** – Showing respect and professionalism in all aspects of work.

**Accountable** – Being honest and trustworthy in performance of our public duties.

**Transparent** – Maintaining fairness and consistency.

**Helpful** – Cooperation among teams and with others while always showing encouragement.

## Further Information

* Provision of a National Police Clearance not more than twelve months old will be required prior to commencement in this position.
* Applicants must be an Australian citizen or permanent resident.
* Applicants may be required to undertake skills or psychometric testing.

## Acknowledgement

I acknowledge that my supervisor has explained this job description to me:

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Employee Name Employee Signature

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Supervisor’s Name Supervisor’s Signature