

POSITION PROFILE

Position Title:	Customer Service Officer - Reception	Remuneration:	\$62,068 gross per annum (based on a 5-day working week) + 11.5% Superannuation. Salary will be pro-rated to 25 hours per week.
Organisation Unit:	NIDA Theatres	Employment Type:	Part time 25 hours per week
Term of Contract:	2-year contract	Classification:	Education Services (Post-Secondary Education) Award 2020 Level 3.2

OBJECTIVE

The primary purpose of this role is to act as the first point of contact for all callers, clients, guests, visitors, students, and staff of NIDA, and to always deliver professional and efficient Reception service. The Customer Service Officer – Reception also provides support to the NIDA Theatres team during events and plays a key role in promoting a positive brand experience to internal and external stakeholders.

This is a part-time and job-sharing position and will require availability from Monday to Friday, from 8:00 to 13:00, and from 12:30 to 17:30, to be agreed to on a monthly roster.

KEY ACCOUNTABILITIES

- Provide exceptional customer service to internal and external stakeholders during the agreed NIDA Reception operating times.
- Welcome all visitors to NIDA and effectively coordinate them upon arrival with the relevant NIDA departments.
- Answer and screen all inbound phone calls in a timely and professional manner, ensuring calls and voice mail messages are processed and transferred to the appropriate department and staff member.
- Process and respond professionally to all internal and external enquiries received in-person, or via email and through other internal messaging apps, ensuring they are dealt with effectively.
- Provide front of house support and assist the NIDA Theatres team in managing events on site. Assist regularly with room bookings and maintaining an awareness of all events occurring at NIDA.

- Implement the access control procedures into NIDA building, the signing-in and -out of visitor passes and keys, in coordination with the Facilities team.
- Sort and manage incoming and outgoing NIDA mail and deliveries in a timely and confidential manner.
- Coordinate the booking of NIDA vehicles and the allocation of vacant parking spaces through Parkable app. Manage parking permits of the loading zones, ensuring processes are updated to maintain alignment with organisational needs.
- Maintain a safe, clean, and professional reception desk and main foyer entry and arrange the servicing of office equipment.
- Assist with the merchandise operations, including sales, inventory, restocking and cash handling.
- Work collaboratively with all NIDA colleagues, in particular with the other part-time CSO-Reception.
- Effectively assist the colleagues of NIDA Theatres team to ensure front of house support where needed.
- Ensure handover sheets are completed prior to the completion of each day of work.
- Adhere to all WHS requirements of the organisation and relevant associated legislation.
- Undertake other relevant duties as required by your manager or their delegate.

KEY PROFESSIONAL RELATIONSHIPS

Reports to: Head of NIDA Theatres, FOH Manager

Supervises: N/a

Internal: NIDA Theatre staff, NIDA Facilities, NIDA staff, students, and stakeholder.

External: Visitors, clients, contractors, public audience.

SELECTION CRITERIA

- Superior customer service skills coupled with a calm and friendly, can-do demeanour.
- Demonstrated ability to multi-task and maintain resilience in a high-traffic environment.
- Excellent interpersonal and communication skills, including written and verbal skills and excellent telephone manner.
- Excellent organisation skills combined with a proven focus on attention to detail.
- Experience in managing administrative processes in a professional environment.
- Ability to take initiative and problem solve when confronted with challenges.
- Advanced computer skills with experience across the entire Microsoft Office suite and superior database management skills.
- Must have a valid Working With Children Check or willing to obtain it.

Desirable:

- Previous experience in a similar role in the Event or other industries.
- Interest in the Performing Arts.

This Position Profile will be reviewed and updated on a regular basis to reflect changes in the requirements of the position.