

## Position Description | Hopa Whakaahuatanga

---

**Position:** Receptionist | Kaiwhiwhi (Fixed-Term)

**Reports to:** Clubs & Socs Operations Manager

**Direct reports:** N/A

**Location:** Clubs & Societies Centre, 84 Albany Street, Dunedin

**Organisation:** Otago University Students' Association

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University, OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) runs campaigns and represents student views to the University and other external bodies.

OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer that values input from all staff.

### Position purpose | Whakatakotoranga Tuuturu:

- Implements front of house services to the Clubs & Societies Centre
- Assists with general operations and provides departmental assistance as required
- Upholds the values of OUSA

### Areas of Responsibility | Nga Wahanga Haangai

Area	Expected Outputs
Reception	<ul style="list-style-type: none"><li>• Implements front of house operations</li><li>• Facilitates a centre that is welcoming, safe and inclusive</li><li>• Fosters positive experiences within the facility</li><li>• Presents reception and the foyer in a clean, professional and organised manner</li><li>• Services customer needs</li><li>• Acts as the central contact for centre queries</li><li>• Administrates the point of sales system</li></ul>

	<ul style="list-style-type: none"> <li>• Documents and reports information relevant to the responsibilities</li> <li>• Phone, email, SMS and in person correspondence</li> <li>• Adheres to the standard operating procedures for reception</li> <li>• Intervenes when Centre terms and conditions are breached (when safe to do so) taking an informative approach and informing management</li> <li>• Reconciliation of the till and banking deposits</li> <li>• Processes transactions</li> <li>• Administers room/van bookings and club equipment for hire</li> <li>• Stock take</li> <li>• Seeks improvement, enacting measures to increase the quality of our services and efficiency of operations</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Adheres to NZ law and reasonable instructions given by OUSA including OUSA policy, systems and processes</li> <li>• Takes reasonable care for their own health and safety</li> <li>• Takes reasonable care that others are not harmed by their actions</li> <li>• Educates patrons on their health and safety obligations, intervening when these are breached if safe to do so or reporting to management</li> <li>• Champions a proactive and positive health and safety culture</li> <li>• Holds and renews a first aid and fire warden certificate (holding the position of fire warden)</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Provides administrative support to other Centre staff</li> <li>• Facilitates the Recreation Programme, implementing run sheets and providing support to facilitators</li> <li>• Delegated project work</li> <li>• Upholds the values of OUSA, modifying work processes and systems in support of these</li> <li>• Protects against pilferage, loss theft or abuse of OUSA and patron property</li> </ul>

### Personal Attributes | Nga Huanga Whaiaro

Attribute	Details
<b>Personality</b>	<ul style="list-style-type: none"> <li>• Inclusive and positive</li> <li>• Creative and resilient</li> <li>• Humble and self-aware</li> <li>• A people person</li> <li>• Trust worthy</li> </ul>
<b>Outlook and Approach</b>	<ul style="list-style-type: none"> <li>• Professional and driven</li> <li>• Collaborative and improvement focused</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Can work autonomously</li> <li>• Relationship building</li> <li>• Great communication and interpersonal skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Organisation</li> <li>• Detail orientated</li> <li>• Agility</li> <li>• Problem solving</li> <li>• Technology literate, including Microsoft Office, a variety of online systems and basic AV skills</li> </ul>
--	---

### Qualifications and Experience | Tohu me te Wheako

- Prior work experience in hospitality or administration, prior reception work is an advantage
- Cash handling experience and good reconciliation skills
- The ability to understand and learn the OUSA constitution and policies
- Existing general knowledge of OUSA and our activities
- Familiarity with Otago University and tertiary study
- High standards of professionalism, ethics and integrity
- Computer literacy with basic word processing skills
- NZ citizenship, residency or a NZ working visa