

POSITION DESCRIPTION & PERSON SPECIFICATION

Position:	Senior Receptionist Kaiwhiwhi
Reports to:	Corporate Support Manager
Direct reports:	N/A
Location:	640 Cumberland 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) run 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 effective front of house services, training, rosters and supervises casual reception staff
- Assists with general operations and provides departmental assistance as required
- Manages all Lost Property for Otago University Campus
- Facilitates sales of goods and services
- Upholds the values of OUSA

To provide effective and welcoming reception at OUSA, supervise all staff on reception, be the key manager of the reception area and oversee special projects whilst training staff and volunteers when needed.

Areas of Responsibility | Nga Wahanga Haangai

Main Office Reception

Area	Expected Outputs
<p style="text-align: center;">Reception at the OUSA Main Office</p>	<ul style="list-style-type: none"> • The creation and management of rosters for casual reception staff and any volunteers. • Provides guidance and supervision of part time reception staff and any volunteers. • Facilitates a reception area that is welcoming, safe and inclusive. • Fosters positive experiences within our building. • Fields phone calls and takes messages. • Assists with student and visitor enquiries. • Especially assists new students with directions and information regarding OUSA services and events. • Word processing and basic data entry. • Processes transactions and sales. • Prepares monthly stocktake and lost property reports. • Assists students, other staff and executive members with forms, and applications. • Manages the operation of the OUSA Locker service. • Provides assistance to other OUSA departments as needed. • Provides assistance with executive election nominations. • Keep the reception area clean, organised and presentable at all times. • Keep office stationery levels stocked - order new stock and equipment as required. • Participate in the recruitment and training of new casual receptionists. • Ensure wheelie bins are placed at the curb as required, and collection bookings are arranged. • Regular checks of first aid kits – order and replenish any used stock.
<p style="text-align: center;">Lost Property</p>	<ul style="list-style-type: none"> • To accept incoming campus lost property, and ensure that all items are securely stored. • To accurately record incoming lost property details and to help maintain the lost property database. • To communicate with finders and owners of lost property as required, using as many 'detective' skills as possible. • To facilitate Market Day sales and preparations. • To prepare monthly lost property reports. • To ensure unclaimed items are cycled on as best suited for each item type. • To report to the Corporate Support Manager regarding any lost property discrepancies.

<p>Special Events</p>	<ul style="list-style-type: none"> • Extra reception shifts may be required for events such as Orientation Week, Hyde Street and the Dunedin Craft Beer Food Festival. • Provide support for the operation of OUSA Events ticket sales e.g. Orientation Week tickets – under the direction of the Events team. • Supervise ticket sales and ensure accurate cash reconciliation, where relevant. • Monitor and triage special events inboxes if required by the Events team. • Assist the Events team by liaising with ticketing providers and customers as required. • Train volunteers and supervise part time ticketing staff. • Assist with the issuing and the loading of monetary value onto electronic wristbands (event dependant). • Assisting at external OUSA contact points.
<p>Sell Goods and Services</p>	<ul style="list-style-type: none"> • Facilitate and track sales plus manage stock levels of miscellaneous goods – such as the sale of unclaimed lost property items for charity. • Ensure accurate reconciliation. • Undertake secure cash handling and taking deposits to the bank.

Personal Attributes | Nga Huanga Whaiaro

Attribute	Details
<p>Working Collaboratively and Flexibly</p>	<ul style="list-style-type: none"> • Be flexible to work additional hours during peak periods of the year. • People orientated, outgoing, confident, unflappable and have a sense of humour. • To provide regular verbal feedback on issues relevant to their duties, as required. • Can successfully interact with a diverse variety of people. • Can work effectively in a team environment. • Varying outlooks and beliefs. • Must be able to work efficiently and calmly in stressful situations. • Must demonstrate initiative.
<p>Outlook and Approach</p>	<ul style="list-style-type: none"> • Professional and driven. • Collaborative and improvement focused.
<p>Communication</p>	<ul style="list-style-type: none"> • Excellent written and oral communication skills. • All communications delivered in an accurate, professional and timely manner. • Creation of sales documents and proposals. • Awareness and empathy with people of different cultures and backgrounds.

<p>Planning and Organising</p>	<ul style="list-style-type: none"> • Manages self, resources and workload to meet timelines, even under pressure. • Is organised and keeps all files and documents in order.
<p>Managing Change</p>	<ul style="list-style-type: none"> • Understands, positively responds to, and supports change. • Is flexible and resilient to meet the ever-changing needs of OUSA and its departments. • To be proactive in offering suggestions as regards any services under their care to the Corporate Support Manager.
<p>Skills</p>	<ul style="list-style-type: none"> • Can work autonomously. • Comfortable supervising and training others. • Results focused and committed to the highest standards of performance. • Anticipates problems and proactively resolves them in an appropriate manner. • Great communication and interpersonal skills. • Organised and detail orientated. • Technology literate, including Microsoft Office, and a variety of online systems.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • The Employee is responsible for taking all practicable steps to ensure their own safety at work and ensuring no harm is caused to any other person in the workplace. • The Employee is responsible for familiarisation and compliance with OUSA Health & Safety policies and procedures. • Communicate to the Association Secretary and HR regarding any potential hazards that you identify that are not on the OUSA hazard register. • Be familiar with the location of first aid kits and qualified first aiders in the Association. • Be familiar with and adhere to any OUSA health and safety plans. • Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in and notify the Corporate Support Manager of these. • Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community.

Qualifications and Experience | Tohu me te Wheako

- Prior experience working in a reception.
- Cash handling experience and good reconciliation skills.
- The ability to understand and learn the OUSA constitution and policies.
- Familiarity with Otago University and tertiary study.
- High standards of professionalism, confidentiality, ethics and integrity.
- Computer literacy with basic word processing skills.
- NZ citizenship, residency or a NZ working visa.