

**Receptionist**

* **Full time ongoing opportunity**
* **West Melbourne location**
* **Utilise your outstanding customer service skills**

Greyhound Racing Victoria (GRV) regulates and promotes greyhound racing at the State level with animal welfare and integrity as its key priorities.  GRV is committed to attracting, selecting and retaining the best calibre of people to achieve the highest level of performance and behavioural standards required for each position and are seeking a passionate and professional person to fill the role of Receptionist.

Reporting to the Racing Services & Registrations Supervisor, the Receptionist is responsible for providing superior customer service to Greyhound Racing Victoria stakeholders, participants and visitors. This is a front of house position greeting visitors and is responsible for answering and forwarding incoming calls and taking telephone messages along with other requirements of day to day operations. GRV’s Receptionist will assist in meeting this objective through the professional, timely and superior customer service delivered to existing industry participants and new entrants. Customer contact in this environment is principally by phone, e-mail and face-to-face.

To be considered for this position you will demonstrate the following Key Selection Criteria:

* Strong customer service skills including the ability to identify recommend and implement changes to service standards to meet the needs of customers;
* Strong communication skills both verbal and written including presentation and report writing competencies;
* An ability to develop effective work place relationships and constructively deal with conflict if it arises;
* An ability to prioritise competing demands, accurate data-entry skills and strict attention to detail;
* Customer Focussed; and
* Professional telephone manner.

To apply, please click the ‘Apply Now’ button below.  All applications must include a resume and cover letter addressing the above-mentioned Key Selection Criteria.

For further information about the position please contact Josie Gibilisco, Racing Services & Registrations Supervisor(03) 8329 1100 or review the attached position description. If you are viewing this advertisement on Seek, the position description is available via the **Apply for this Job** button below.

**Previous applicants need not apply.**

**Applications close at midnight on Friday 1st December 2017 and must address the Key Selection Criteria outlined in the Position Description.**

*GRV is an EEO employer*

*All offers of Employment will be subject to a satisfactory police check*

*All employees must have the right to work in Australia*