

|  |
| --- |
| **Position Title:** Receptionist  **Department:** Racing |
| * **New Position Date:** 8/11/2017 |
| **Reports To (Position):** Racing Services & Registrations Supervisor |
| **Position that report to this position:** N/A |
| **Name of Present incumbent (if applicable)** TBA |

|  |  |  |
| --- | --- | --- |
| **PRIMARY PURPOSE OF ROLE**: | | |
| To provide superior customer service to GRV 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.  This role is responsible for the administration (data-entry and data-base management) of GRV’s regulatory responsibilities which include the registration of owners, trainers and greyhounds in the state of Victoria.  The Racing Services and Registrations Department is also responsible for the recording of race nominations and scratchings. | | |
| **SCOPE:** | | |
| 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. This will help GRV to professionally regulate, conduct and promote greyhound racing and welfare in Victoria with integrity and care, and to ensure an engaging, ethical and sustainable sport."  Our vision is “Victorian greyhound racing is a vibrant and exciting sport with a substantive future, it is trusted and accountable, closely engaged with participants and local communities; We are dedicated to ensuring greyhounds are respected with the utmost care and responsibility throughout their entire lives."  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. | | |
| **FREEDOM TO ACT/DECISION MAKING:** | | |
| Nil | | |
| KEY RESULT AREA | ACCOUNTABILITY/ACTIVITY | KEY PERFORMANCE INDICATOR |
| Area of focus | What activities are you responsible for? | How will you know this has been achieved? |
| Customer Service | * Act as the initial point of contact at reception, respond to enquiries, attend to the needs of customers in a professional and expedient manner * Manage GRV’s enquiries by forwarding calls, taking messages and directing messages to appropriate internal staff  Respond to general enquires in a timely and professional manner at all times  * Respond to email enquiries, providing clear and concise responses and where appropriate provide recommendations * Communicate to industry participants in verbal, written and electronic forms * Assist stakeholders navigating GRV Website and GRV’s Operating System * Assist industry participants to update their personal details * Process payments made over the telephone by industry participants | * Customer/Industry Feedback |
| * Administration | * Receive and process incoming mail in accordance with the GRV Mail Procedure * Collate and organise outgoing mail from GRV in accordance with GRV Mail Procedure * Maintain Visitor log book and issue passes to visitors * Issue Greyhound Identification cards and Greyhound Breeding Identification cards * Issue participant Registration Cards * Maintain pups available listing on GRV website in accordance with department procedures * Collate information packs for participant information sessions * Reconcile the departments daily banking * Place department Stationery orders and maintain department Stationery Levels * Make outbound follow up calls to participants as required by the department * Book department meetings and allocate meeting rooms * Maintain reception area to a professional standard * Keep internal reception area up to date with required policies, procedures and contact lists * Identify opportunities for improvement in customer service delivery and administrative processes * Undertake various projects and research as directed by the Racing Services and Registrations Supervisor or Racing Services and Registrations Manager * Undertake any other tasks as reasonably directed from time to time by the Racing Services and Registrations Supervisor or Racing Services and Registrations Manager | * Accuracy of Processing * Banking Reconciliation Reports * Reception Area maintained to a professional standard * GRV website updated monthly as required |
| OHS | * Maintain a safe working environment in your area of responsibility. * Ensure that OH&S principles and guidelines are adhered to. * Report any breach in OH&S.  Document any hazard and make suggestions / recommendations for improvements. * Report accidents and injuries and near misses as per GRV Policy and Guidelines. * Provide and maintain so far as is practicable a working environment that is safe and without risk to health. * Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. * Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and GRV policies and promote a working environment that is congruent with these guidelines. | * Role model safe work practices ensuring adherence to OHS policy and procedures * Report incident/accident/hazard in the workplace in a timely manner  Actively Support and Promote OHS |

|  |  |
| --- | --- |
| **KEY BUSINESS CONTACTS** | |
| EXTERNAL | INTERNAL |
| Industry Participants | General Manager Racing |
| Greyhounds Australasia | Manager Racing Services and Registrations |
| Interstate Greyhound Racing Authorities | Racing Services and Registrations Supervisor and Officers |
| General Public | All other Internal GRV Staff, including CEO and General Managers |
| External Stakeholders |  |

|  |  |
| --- | --- |
| **PERSON SPECIFICATION** | |
| **EDUCATION/QUALIFICATION** | |
| ESSENTIAL | DESIRABLE |
| N/A | N/A |
| **SKILLS/KNOWLEDGE** | |
| ESSENTIAL | DESIRABLE |
| Strong customer service skills including the ability to identify recommend and implement changes to service standards to meet the needs of customers | A strong understanding of the Greyhound Racing Industry is advantageous |
| Strong communication skills both verbal and written including presentation and report writing competencies | Good skills in MS word, excel and outlook |
| An ability to develop effective work place relationships and constructively deal with conflict if it arises | Proven corporate reception experience |
| An ability to prioritise competing demands, accurate data-entry skills and strict attention to detail |  |
| Customer Focussed |  |
| Professional telephone manner |  |
| **ATTRIBUTES** | |
| ESSENTIAL | DESIRABLE |
| Integrity | Ability to Multi-task |
| Transparent | Self-Motivated |
| Collaborative | Lateral Thinker |
| Safety |  |
| Responsive |  |
| Progressive |  |
| Punctuality |  |

|  |
| --- |
| EMPLOYMENT CONDITIONS |
| * Terms and Conditions of employment are per the current GRV Employee Enterprise Agreement 2016 * The GRV environment is a unique and challenging operational environment. It operates weekdays, weekends, day and night hours. GRV employees are bound by a number of regulatory Government requirements. In addition, all staff are required to abide by GRV policies including restricted gambling, greyhound ownership and the code of conduct for Victorian Public Sector Employees. * All employment at GRV is subject to a satisfactory police check prior to commencement * All employees at GRV are required to have the right to work in Australia. * All employees are required to comply with WHS statutory obligations * GRV is an EEO employer. |

NAME: DATE: / /

SIGNATURE: