

Particulars	
Position Title	Receptionist
Reporting To	Training Managers
Employment Basis	Full Time
Location	Loganholme

Purpose of the Position
<p>This is a front-of-house role and the first point of contact for Interlink Training clients when they attend or call the Loganholme training facility. The role will be split between the Short Course and the Qualification areas, assisting either team as required.</p> <p>Although pivotal in dealing with clients and capturing accurate data, the main focus of the role is to ensure we maintain company integrity and client satisfaction.</p>

Responsibilities and Duties
<p>➤ Key Result Area 1 – Customer Service Provide high quality customer service in line with Interlink’s policies and procedures.</p> <p>Key Performance Indicator A</p> <ul style="list-style-type: none"> Perform reception and telephone duties in a friendly and professional manner, and direct enquiries to the appropriate team. <p>Key Performance Indicator B</p> <ul style="list-style-type: none"> Greet participants as they arrive for their training, ensuring they sign in and are provided with a tour of the facility and directed to their correct training room. <p>Key Performance Indicator C</p> <ul style="list-style-type: none"> Building and maintaining rapport with all stakeholders including trainers, participants and Interlink personnel from all sites.
<p>➤ Key Result Area 2 – Administrative Tasks Undertake key administrative tasks with attention to detail.</p> <p>Key Performance Indicator A</p> <ul style="list-style-type: none"> Gain an intermediate understanding of the Student Management System (aXcelerate) to be able to enter and retrieve accurate data. <p>Key Performance Indicator B</p> <ul style="list-style-type: none"> Print and collate training materials required for both Short Course and Qualification training sessions. <p>Key Performance Indicator C</p> <ul style="list-style-type: none"> Scan and upload required documentation in a timely and efficient manner. <p>Key Performance Indicator C</p> <ul style="list-style-type: none"> As required, create and file student records and maintain storage/archive area.

Position Description – Receptionist

➤ Key Result Area 3 – Housekeeping Duties

Maintain a well-presented space for our clients to utilise and enjoy.

Key Performance Indicator A

- Assist in the preparation, and maintain the cleanliness of, meeting rooms, training and tea rooms, to required standards and assist with maintaining facilities, and training equipment in a safe, compliant and clean condition.

Key Performance Indicator B

- As required, assist in ordering, storing and refilling supplies and facilities.

Work Experience and Skills

Essential	Desirable
<ul style="list-style-type: none"> • Previous customer service experience, with a positive and friendly approach. • Intermediate computer skills. • Confident in communicating in <u>all</u> methods including over the phone, via email and in person. • Good time management skills and attention to detail. • Have a strong work ethic and team ethos. • Current driver's license and vehicle <u>or</u> the capacity to take one source of public transport to get to the office. 	<ul style="list-style-type: none"> • Previous experience in working in a registered training organisation (RTO)