

## RECEPTIONIST

### Recruitment Package

#### 1 ABOUT RAILS

The Refugee and Immigration Legal Service (RAILS) is a Community Legal Centre (CLC) based in West End, Brisbane. For over 40 years, RAILS has provided free legal assistance and education in immigration and refugee law. RAILS is the only CLC in Queensland that specialises in this area of law. RAILS provides services throughout the State.

RAILS works predominantly with people who have experienced domestic violence, people who have applied or need to apply for refugee visas in Australia after fleeing violence in their home countries and with refugees who are sponsoring their family members, often displaced and fleeing situations of danger, to reunite with them in Australia.

RAILS staff are expected to work professionally and as a team, and to demonstrate the flexibility often required by a community organisation. Staff members are responsible to each other, the Executive Director and the Management Committee.

RAILS is a member of Community Legal Centres Australia and is registered as a Charity with the Australian Charities and Not-for Profit Commission.

#### 2 ABOUT THE POSITION

The purpose of this position is the provision of receptionist and other administrative duties.

<b>Job Title:</b>	Receptionist
<b>Hours:</b>	7.6 hours/day, 4 days per week
<b>Salary:</b>	Level 3 Social Community, Home Care and Disability Services (SCHCADS) Award plus superannuation (pro-rata) Salary sacrifice is available as RAILS has PBI status
<b>Responsible to:</b>	Operations Manager
<b>Direct Reports:</b>	Nil

### **3. POSITION DESCRIPTION**

#### Overview

The Receptionist role is a 4-day per week position within a small and fast-paced team based in West End, Brisbane.

The role requires an enthusiastic, detail-orientated person who enjoys supporting the successful delivery of various programs to migrants, refugees and asylum seekers and who is able to effectively communicate with people who are Culturally and Linguistically Diverse and who experience several layers of disadvantage.

The person in this role will be the first point of contact with RAILS and an exceptional phone manner is required. Additional duties include supporting RAILS' team and clients with tasks such as the provision of referrals, managing correspondence and contribution to events coordination.

This role is of fundamental importance to the delivery of excellent legal services by RAILS and contributes to positively changing client's lives forever.

#### Duties

The items listed are indicative and not exhaustive.

##### *Reception*

- Managing incoming telephone calls, screening and directing calls to relevant staff, taking and relaying messages on a timely and appropriate manner.
- Provision of clear and concise information to callers.
- Professionally welcoming people entering the office.
- Dealing with large numbers of queries from the public and clients.

##### *Administrative tasks*

- Managing the admin email inbox, directing emails to relevant staff and performing initial triaging of inquiries.
- Preparation of outgoing and incoming postal correspondence
- Minute taking at staff meetings
- Ensuring the reception area is organised, clean and tidy.
- Undertaking other general administrative and clerical support as requested by the Operations Manager

##### *Personal effectiveness*

- Setting priorities for job tasks and completing them in a timely manner cognisant of importance and urgency.
- Contributing to the success of the team by supporting and encouraging other team members.
- Developing own knowledge and competencies.
- Practicing and encouraging the organisation's expected attitudes and behaviour.

## Accountability

This position is accountable to the Operations Manager for performance of key responsibilities including:

- meeting with the Operations Manager on a regular basis
- maintaining appropriate records
- reporting to the Operations Manager on issues arising from the first contact with clients and other stakeholders as required
- attending regular staff and admin team meetings.

## **4 SELECTION CRITERIA**

The below criteria will be taken into account in assessing applicants' suitability for the role:

- Demonstrated experience in working with the public efficiently, ethically and professionally.
- Demonstrated experience in effectively communicating with culturally and linguistically diverse people experiencing several layers of disadvantage.
- Ability to work in a fast-paced environment and to effectively manage competing priorities, including assessing urgency of response with a positive approach to consumer service.
- Excellent phone manner.
- Ability to work efficiently as part of a team, to follow directions and to work independently.
- Strong computer skills, including sound knowledge of Outlook and MS Office and experience working with data bases.
- Ability to exercise self-care and identify strategies to cope in situations of stress and pressure.
- Commitment to social justice and understanding of community legal centres, including RAILS philosophy.

## Diversity and inclusion

RAILS is committed to being a culturally safe and inclusive organisation and has policies in place to create and maintain appropriate work practices and a respectful work environment. Aboriginal and Torres Strait Islander people and otherwise culturally and linguistically diverse people are encouraged to apply for this role.

Please let us know if you would like us to share our Cultural Safety for Aboriginal and Torres Strait Islander People Policy with you before applying for this role by emailing [crystina.prieto@rails.org.au](mailto:crystina.prieto@rails.org.au).

If you are Aboriginal and/or Torres Strait Islander or otherwise culturally and linguistically diverse and would like to speak to us about the role requirements and your application before applying, please email [cristina.prieto@rails.org.au](mailto:cristina.prieto@rails.org.au).

This recruitment process is strictly confidential and information about your application will not be shared with anyone outside of the organisation.

## **5. APPLICATION PROCESS**

To apply for the receptionist role, please provide the below documents by email to [cristina.prieto@rails.org.au](mailto:cristina.prieto@rails.org.au):

- Cover letter addressing the selection criteria and your interest in the role (3 pages max.)
- Your resume (CV)

Applications for this role will close at 5pm on Monday, 13th December. Interviews for this role will take place between the 14<sup>th</sup> and the 17<sup>th</sup> of December.