

Position Description

Position Title	Receptionist and Administration Support Officer
Responsible To	General Manager
Responsible For	NIL
Terms of Employment	Full-time Probationary period: 6 months from commencement This position is located in Bundaberg.
Hours of Work	Normal business hours are 8:30am to 5:00pm.

Job purpose

Regional Business HQ is going through a period of growth and change. As the Receptionist you will be the first point of contact for clients and visitors of Regional Business HQ's Bundaberg Headquarters. Working as part of a team, the primary responsibility of the Receptionist and Administrative Officer is to deliver excellent customer service and administrative support to internal and external customers.

In this role, you will contribute as a team member towards successful organisational performance, professional representation of the organisation and achievement of individual key performance indicators.

Organisation background

Established in 1991, Regional Business HQ (formerly Bundaberg Business Enterprise Centre) operates as a non-profit community organisation promoting the creation and sustainable development of new employment opportunities by assisting and nurturing new and existing businesses.

Receptionist and Administration Support services

Regional Business HQ provides low-cost advice business consultancy services, with a focus on regional and remote businesses. The organisation can prepare business plans, facilitate training and assist with grant and tender applications, perform strategic planning sessions, as well as other adhoc business support.

Innovation ecosystem management and leadership

Regional Business HQ has become a leader in the innovation ecosystem in the Wide Bay Burnett and holds a contract with the Bundaberg Regional Council to promote and further develop the innovation ecosystem in the region.

Events and training

The organisation is adept at planning and hosting events, often collaborating with local agencies. The organisation hosts the Conversations that Matter events, the Agtech Showcase and collaborates with agencies on the Hinkler Innovation series and the Major Projects Forum. Regional Business HQ provides a portal for any organisations having an event for the business community to include their event on our events portal on the webpage.

In addition, Regional Business HQ can organise training for small businesses who might not fill an entire training course. Regional Business HQ will engage a facilitator and organise cohorts of participants from across different organisations and industries.

Business incubator

Regional Business HQ also offers an incubator office space for start-ups or businesses looking to expand from a home-based business to a commercial office space. We provide suites ranging from 16 square metres up to 45 square metres at a competitive rate with a one-month notice period to terminate the lease. This provides businesses with flexibility to scale back down should they need to relatively easily, compared to trying to exit a commercial lease.

Meeting rooms and venues

We have a number of meeting rooms across three locations (not available in Maryborough). These can be hired on either an hourly or daily basis. The range in sizing, with the smallest room holding 4 people and the largest up to 60 people depending on set up. Room hirers are able to access WiFi, tea, coffee and AV equipment.

Regional Business HQ owns and operates the Generator co-working and innovation hub. The sites, located in both Bundaberg and Gympie, provide access to co-working stations, meeting rooms and the innovation ecosystem. We offer a range of memberships from day passes through to VIP desks, where someone can book a dedicated desk full time.

ASBAS Digital Solutions Program

Late last year, Regional Business HQ, together with Business Foundations in WA and BEC NT submitted an application to deliver Round 2 of the Digital Solutions program. The consortia was successful and the program runs from 1 April 2023 to 31 March 2026.

Our office locations include:

- **Regional Business HQ** | 20B Quay St, Bundaberg
- **RBHQ Maryborough Office** | Shop 5, 224 Adelaide Street, Maryborough
- **The Generator Bundaberg** | Level 1, 155A Bourbong St, Bundaberg

- The Generator Gympie | 232 Mary St, Gympie

Roles and Responsibilities:

The Receptionist and Administration Support Officer will specifically be responsible for:

- Reception duties including handling counter, web-based and phone enquiries.
- Coordinate bookings for our function rooms including ordering catering, preparing rooms and cleaning rooms after each booking.
- Assist with coordinating marketing activities in line with the marketing strategy, including website updates, collateral preparation, newsletters and social media.
- Administrative tasks including filing, photocopying, laminating, mail duties, stationery and typing.
- Coordinate maintenance and service of equipment.
- Ensure kitchen, hallways, shop front and reception areas are kept clean and tidy.
- Assist with preparing, formatting, editing and reviewing written materials
- Record and manage client records and data into the company's CRM
- Supporting Business Advisors with client appointments, workshops and events, administrative tasks and reporting processes.
- Coordinating and assisting tenants with property management issues and maintenance requests.
- Any additional tasks as required.

Performance measures:

The following performance measures will be used to evaluate the performance of the Receptionist and Administration Support Officer

- Dealing with all online enquiries in a timely fashion to ensure room bookings, tenancy enquiries and client opportunities are not lost
- Promptly responding to all tenant maintenance requests, meeting room bookings and enquiries to reduce tenancy turnover and complaints
- Answering the phones in a timely and courteous manner
- Correctly identifying virtual tenancy enquiries from the public to ensure virtual tenants are provided with exceptional service
- Greeting customers in a friendly manner and providing the right assistance
- Taking diligent notes of phone conversations or messages and delivering them promptly
- Ensuring general office duties such as filing, photocopying, room set-up and tidy, office maintenance and purchasing supplies are completed daily
- Supporting the team with duties when requested in a professional and timely manner, while managing reception priorities.

Skills:

The applicant must demonstrate the following skills:

- Excellent customer service and communication skills
- Excellent time management skills
- Strong document writing and editing skills
- Strong typing and computer skills including the ability to use Microsoft Word, Excel and Outlook
- Ability to utilise or to learn to utilise computerised accounting systems
- Skills in working effectively in a small team
- Preparedness to take direction
- Ability to maintain client confidentiality.

Personal Attributes/Expected Behaviours:

- Be honest and trustworthy
- Operate with integrity and a high level of professionalism
- Be respectful
- Possess cultural awareness and sensitivity
- Be flexible
- Demonstrate excellent work ethics
- Be community focused
- Practice and uphold Regional Business HQ's core values of Innovate, Generate, Accelerate, Professionalism, Integrity and Collaboration in the execution of all duties
- Consistently demonstrate the following attributes:
 - **Results Focus** – Identify what results are important and persistently focus resources to achieve them.
 - **Customer Responsiveness** – Identify, understand, build relationships with, and adapt to the requirements of external and internal customers.
 - **Emotional Intelligence** – Perceive, control and evaluate emotions. Demonstrate self-awareness, self-regulation, motivation, empathy and people skills.
 - **Problem solving and critical thinking** – Seek to identify, define, critically analyse and resolve work problems through research and testing alternative ideas and approaches
 - **Communication** – Effectively interact and exchange information, write reports, present, assert, and use appropriate commercial language.
 - **Collaboration** - Influence, build relationships, manage conflicts and negotiate to produce successful outcomes.

Organisational Requirements:

- Willingness and ability to promote Regional Business HQ's complete range of service offerings as required.
- Willingness to complete other duties as required.
- Adherence to Regional Business HQ's:
 - Vision, purpose and values
 - Policies and procedures
 - Safe work practices
 - Code of Conduct, and
 - Confidentiality
- Compliance with Funding Body contractual requirements, guidelines, quality standards, service guarantees and codes of practice.

Mandatory requirements:

The applicant must hold a:

- Current driver's licence
- National Police Certificate

Selection Criteria:

The candidate must address each of the following in their application letter:

1. Demonstrated experience in administration, reception or similar role.
2. Demonstrated experience in managing and contributing to marketing content including social media pages and websites.
3. A Certificate III or higher in Business Administration or be able to demonstrate that they hold a similar relevant qualification and/or experience.