



Job Description

Receptionist

The purpose of the role is to provide an efficient and welcoming first point of contact to our Summerset Customers, residents, visitors and supplier and to provide administrative support for the village and care centre, including acting as back-up for the Office Manager.

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Village Operations
Reporting Line	Village Manager
Contribution / Responsibilities	Customer Service - Attend the front desk, answer telephone, take messages as requested and deal with enquiries in a timely, friendly and professional manner. - Take customer orders for Summerset services as provided in Summerset service schedule J25 and property requests. - Deliver residents' mail Administrative Support - Support the Office Manager to create an efficient and well-run business operation through administrative assistance e.g. mail, record keeping, archiving, document management, filing, monitoring supplies, name badges etc. - Provide support to the care centre as requested by the Care Centre Manager or Office Manager. - Review village staff i-Learn records and share with Village Manager - Sub tasks, for example such as scanning documents into VCare may be delegated to either the Office Manager or Receptionist based on skill set and availability and it is expected that key processes are completed effectively. - Scan orientation booklets - Update staff training files - Manage the staff phone number list - Document management and filing Summerset Brand - Contribute to the culture of the village (including the Care Centre) by proactively working as part of a team to create positive, enjoyable customer / resident experiences.
Health & Safety	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	- Experience as a Receptionist or in Customer Service environment. - Competent in using Microsoft Word, Outlook Express, Excel, PowerPoint. - Warm and engaging style that balances professionalism and efficiency with creating a genuine welcome. - Efficient, well organised and flexible. - Patient and considerate with older customers / residents.
Relationships	- Village Manager, Office Manager, Sales Manager, Care Centre Administrator and Care Centre Manager. - Other Summerset staff. - Summerset customers both internal and external. - Suppliers and contractors.
Dimensions	- Nil direct reports - Nil opex / capex budget
Other	This job includes all the main duties and responsibilities of the role; however you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of village or office manager.

Values

 STRONG ENOUGH TO CARE We treat our residents like family. We do what's right. We respect people as individuals.	 ONE TEAM We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 STRIVE TO BE THE BEST We work hard. We like to win. We're always learning and improving.
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 Strong enough to care
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 One team
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 Strive to be the best
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