



Job Description

Receptionist

The Receptionist plays a crucial role as the first point of contact for families, visitors, residents, staff, and suppliers. This role is responsible for providing excellent customer service, managing the front desk, coordinating appointments, and handling inquiries, therefore creating a welcoming and professional environment for all.

Receptionists ensure that every inquiry is managed effectively and provide administrative support to the Rostering and Administration Coordinator, Business Manager, and the wider village team as required.



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	Business Manager
Contribution / Responsibilities	<p>Customer Service</p> <ul style="list-style-type: none"> ● Attending the front desk, answering telephone calls, taking messages as requested, and managing enquiries in a timely, friendly, and professional manner. ● Take all customer orders for Summerset services as provided in Summerset service schedule and property requests. ● Ensure all queries and requests are followed up promptly, provide a customer focused experience at all times. ● Be diplomatic and show empathy when dealing with challenging or demanding situations to achieve a successful outcome. ● Enter information onto the database for all customers purchasing services from Summerset. <p>Administrative Support</p> <ul style="list-style-type: none"> ● Support the Business Manager to create an efficient and well-run business operation through administrative assistance e.g. mail, record keeping, archiving, document management, filing, monitoring and ordering supplies, name badges etc. ● Support the administration of staff personnel documentation and systems. ● Provide support to the Residential Aged Care Home as requested by the Residence and Clinical Manager and Business Manager as required. ● Provide administration support to the care packages process. ● Archiving records. ● Update staff training records - display education topics and times <p>Village Support</p> <ul style="list-style-type: none"> ● Assist with sales enquiries when the Admissions and Sales Teams are unavailable ● Support Village Leadership team as required ● Record incoming money, within the required deadline. <p>Summerset Brand</p> <ul style="list-style-type: none"> ● Contribute to the culture of the village e) 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 and 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	<ul style="list-style-type: none"> ● 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	<ul style="list-style-type: none"> ● Village Operations Manager ● Business Manager ● Sales Team

	<ul style="list-style-type: none"> ● Residence and Clinical Manager ● Care Sales and Admissions Manager ● Property team ● Other Summerset staff. ● Summerset customers both internal and external. ● Suppliers and contractors.
Dimensions	<ul style="list-style-type: none"> ● 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 the head of Clinical Services.

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.