



AROHANUI HOSPICE

Job Description

Date:	December 2011
Position:	Receptionist – Administrator
Salary Range:	\$38,700 to \$42,950 (for full time hours)
Status:	Part time job share position Rostered shifts (mornings and afternoons) - 4.5 hours per day across a 7 day week
Responsible to:	Support Services Manager
Functional Relationships:	Clinical/Medical staff Operations staff Fundraising Administrator Support Services staff Patients & Families Visitors Trades staff

Purpose:

The purpose of this role is to:

- Ensure a professional welcome and assistance is provided to all Arohanui Hospice visitors
- Ensure a timely and professional telephony service
- Ensure all administrative support tasks are completed in an effective, efficient and timely manner and within process parameters

Duties and Responsibilities

Reception

- Ensure all visitors are greeted in a friendly and professionally manner and provided with any help necessary to assist their visit to the Hospice
- Ensure contracted trades staff sign in and out of the Hospice and are provided with a Hospice ID card while they are on site
- Ensure the reception area remains tidy and welcoming and that confidential information is secure

Telephones

- Maintain up to date internal and external phone lists
- All incoming phone calls have priority and should be answered promptly in a friendly and helpful manner, at least within 5 rings.
- Reception should not be left unstaffed at any time.
- Calls transferred to a staff member or patient should be monitored to ensure the call is picked up. If it is not, the call should be transferred to another staff member who may be able to help, or a message taken.
- All phone messages should be taken down accurately and passed on the person concerned promptly.

Mail

- Morning receptionist opens and sorts mail in conjunction with Fundraising Administrator.
- All cash and cheques are recorded in incoming cash book, which is retained at Reception
- Cheques and cash are put in safe by Fundraising Administrator ready for banking
- Mail is placed in area mail slots awaiting pick up
- Accounts and invoices are retained at reception

Accounts Receivable/ Payable

- Accounts are filed alphabetically at Reception.
- Reception matches accounts with invoices and/or purchase orders
- Matched accounts are put into manager orange folders and distributed for signature
- Contact suppliers for invoice copies if not received by cut off date and for any account queries
- Approved accounts are entered into Xero finance system and filed in monthly accounts folder
- Monthly Accounts folder to Support Services Manager for reconciliation
- Preparation of invoices at direction of Support Services Manager
- Filing of paid accounts/invoices
- Preparation and distribution of receipts for payments
- Carrying out other accounting tasks as directed by the Support Services Manager
- Reconciliations as directed by Support Services Manager

Day to Day Building/Equipment Maintenance

- Maintain up to date list of trades staff
- All requests for maintenance reported to reception and reception contacts relevant trade staff
- Receptionist records request on monthly log
- When request has been actioned, time and date of completion of repair is recorded on log
- Monthly log provided to Support Services Manager
- Service visits also recorded on log

- Proven ability in using initiative
- High degree of professionalism and confidentiality