

Job Description

Role Title:

Receptionist

Date:

August 2008

**Positively Wellington
Tourism:**

Positively Wellington Tourism is the Capital's official tourism organisation. It is a charitable trust funded by Wellington City Council, with a role to create economic and social benefit for Wellington by working with the private sector to market the city as a visitor destination. The key activity areas of Positively Wellington Tourism are:

- International Marketing
- Domestic Marketing
- Visitor Centre operations
- Retail Marketing
- Events Marketing
- Internet Marketing and Booking
- Convention Bureau Marketing
- PR and Communications
- Product Development

Positively Wellington Tourism's marketing focuses on four key brand attributes which are integrated into all campaigns. These are:

- City Excitement
- Arts and Culture
- Nationhood and Heritage
- Urban Nature

Positively Wellington Tourism has a strong work culture of success, industry leadership and innovative thinking.

Purpose of Role:

To provide and coordinate meet and greet reception service for the organisation.

To provide general administrative support and office management for the organisation.

Reports to:

General Manager Commercial

Direct Reports:

None

INTERPERSONAL CONTACTS

Internal:

- Works directly with the General Manager Commercial.
- Functional working relationships with all other staff

External:

- A wide range of public, private and non-government organisations, businesses and individuals associated with the Tourism sector.

KEY RESULT AREAS:

Specific projects and/or work programmes and performance standards will be developed and discussed with the employee and reviewed annually.

Reception

- Meet and greet visitors to Positively Wellington Tourism.
- Coordinate reception operations when absent from the office

Administration Support

- Filing for General Manager Commercial
- Photocopying /collation of material
- Collecting and distribution of office information, incoming/outgoing written communications, mail and couriers
- Purchasing stationery / stores and kitchen requirements
- Arranging office service requirements
- Daily mail distribution
- Courier arrangements
- Catering orders
- Monitoring and managing photocopier-setting up new users
- Fulfilment of collateral orders
- Building maintenance requests
- Assist in meeting set ups
- Ensuring kitchen and office is kept tidy
- Emptying / stacking dishwasher daily

Records Management

- Create and manage electronic and paper filing systems for the efficient storage and retrieval of information.
- Keeping organisation's central filing system tidy and effective

Relationship Management

- Establish and maintain effective and co-operative internal/external relationships within the team.
- Meeting, greeting and hosting visitors.
- Monitor and maintain service levels with key suppliers- cleaners, photocopiers and stationery

Other

- This position works in an efficient small team environment and may be called on to assist in all tasks including assisting with mail outs and general administration as required.
- Undertake and manage other projects as directed by management from time to time in consultation with the employee.

Customer Service

- Fulfil customer requirements as directed

SPECIFIC TECHNICAL SKILLS, QUALIFICATIONS AND

- Strong demonstrable communication skills (written and oral).
- Advanced computer skills (Microsoft Office suite).
- Demonstrable time management and organisational skills.

EXPERIENCE

- Demonstrable knowledge/experience working with confidential material and issues.
- Demonstrable ability to provide high standard of meet and greet.
- Has a passion for Wellington and the development of Wellington as a visitor destination.
- Ability to manage multiple projects efficiently and to prioritise competing commitments.

KEY COMPETENCIES AND BEHAVIOURS

Communication

Communicates information clearly, adjusting the way they communicate to suit the intended audience.

- Uses a range of appropriate communication tools and methods to communicate effectively.
- Can write in a style that is grammatically correct, well organised and easily understood.
- Communicates technical information and/or complex information in an easy to understand manner.
- Uses appropriate listening techniques to show interest.
- Shares information willingly with others.
- Presents arguments logically and summarises accurately.

Relationship Management/ Customer Focus

Proactively has an awareness of and acts to meet customer/ client needs.

- Helpful and honest when dealing with clients.
- Provide clients with the appropriate levels of information in a timely fashion.
- Strives to be consistent in the way they deliver customer service.
- Seeks opportunity to interact with clients.
- Responds quickly and appropriately to customer complaints and facilitates solutions to preserve a win-win situation.
- Seeks feedback on quality of service.

Work Organisation

Effectively organises all aspects of work in order to achieve high quality and timely output.

- Plans work effectively in order to meet deadlines set by projects/managers or clients.
- Negotiates workload and priorities.
- Uses available resources and tools as appropriate (computers, things to do lists etc).
- Keeps manager informed of plans and actions.
- Addresses escalating or conflicting demands.
- Ordered and methodical in the way they approach their work.
- Has the ability to work under pressure and deliver quality work within short time frames.
- Is flexible enough to work in a rapidly changing environment.
- Is able to multi-task without compromising work quality.

Initiative, Analysis and Problem Solving

Uses relevant information in analysis of issues and applies reason to reach conclusion from which practical recommendations are made.

- Takes ownership of problem and develops solutions.
- Uses a range of information gathering techniques to identify all relevant information.
- Considers potential implications of decision.
- Takes action.

Teamwork

- Cooperates and consults in order to get a task done. Establishes and maintains relationships as appropriate and contributes to the achievement of objectives
- Is actively involved in team culture development programmes.
- Acknowledges the contribution of others and participates effectively in teams.
- Addresses the issue rather than the person.
- Always maintains effective working relationship despite any difficulties caused by conflicting roles or differing viewpoints. Will resolve differences of opinion by seeking mutually acceptable solutions.
- Contributes to a supportive team environment by providing support and back up to team members and sharing expertise with others.
- Seeks feedback from other team members.
- Is highly motivated and energetic and has a “can do” attitude.