



New South Wales Nurses and Midwives' Association

## POSITION DESCRIPTION

**Position:** Receptionist

**Team:** Reception

**Reports to:** Membership Services Coordinator

**Key relationships:** Manager Administrative Services, Membership Services Coordinator, Membership Services Clerks, Receptionists

**Hours of work:** Full Time in accordance with the New South Wales Nurses and Midwives' Association (NSWNMA) Employment Enterprise Agreement

**Salary range:** Admin Band 2, Level 1 - 5

### Vision Statement

The New South Wales Nurses and Midwives' Association (NSWNMA) is a strong, influential union of members respected as a contemporary leader in society for its innovation and achievements.

### Our Values

The NSWNMA conducts itself with **integrity** and **courage**, demonstrating **creative** and **innovative approaches**. The NSWNMA will be an authoritative advocate on behalf of the nursing and midwifery professions, as well as for the community in advancing a world-class, well-funded, integrated health system, based on a clear and considered vision for the future.

The NSWNMA will demonstrate **ethical** and **respectful behaviour** in its interactions with other organisations and society, whilst ensuring its own workplace is **cohesive**, **fair** and **dynamic**, embracing shared union beliefs.

### Position Overview:

To provide effective and efficient handling of Association phone calls and visitors to the Association through the reception area.

### Key Responsibilities:

- Administer the reception area duties
- Process cash and other financial transactions
- Administer outgoing courier service
- Document incoming deliveries
- Notify arrivals of deliveries
- Process Lamp Subscriptions
- Update member details
- Provide quality service.

**Selection Criteria:**

- Proficient in Windows environment
- Knowledge and experience in Microsoft Word
- High level organisational skills
- High level customer service
- Accurate data entry skills
- Experienced in membership databases
- Excellent verbal and written communication skills.

I have read and understand the requirements of this position. I agree to undertake the responsibilities as set out in the position description.

Employee's signature:

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Date:

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