



POSITION DESCRIPTION

Position	Receptionist
Reports to	Membership Services Coordinator
Team	Administrative Services
Key relationships	Manager Administrative Services, Membership Services Coordinator, Membership Team, Receptionists
Position No	-
ANZSCO code	542
Salary range	Administration Band 2, Level 1 – 5
Work Type	Full time / part time in accordance with the New South Wales Nurses and Midwives' Association (NSWNMA) and Australian Nursing and Midwifery Federation New South Wales Branch (ANMF NSW Branch) Employment Enterprise Agreement
Location	50 O'Dea Ave, Waterloo NSW 2017

About the Association

The New South Wales Nurses and Midwives' Association (NSWNMA) is the registered union for all nurses and midwives in NSW. The Association represents the industrial interests of nurses and midwives employed in NSW in the public, private, aged care, and primary health care sectors. Our role is to protect the interests of nurses, midwives and the nursing and midwifery professions.

At the Association, we are strongly committed to fostering a respectful and safe workplace culture that thrives on our values of collectivism, advocacy, innovation, integrity, and courage.

About the team

The Administrative Services team is a customer focused team that provides support services to our members and internally to employees of the Association. The team includes reception, branch administration, facilities and fleet management, and membership services.

About the role

At the NSWNMA, reception is the first point of contact for the Association, offering a professional and welcoming experience for members and visitors. This dynamic and fast-paced role includes triaging member enquiries, greeting and assisting visitors, maintaining records, liaising with internal staff, and escalating time-sensitive information. This role is office-based.

This role requires a blend of professionalism and a positive attitude, along with demonstrated customer service experience. The ability to identify priorities and escalate as needed is essential for handling numerous tasks simultaneously and ensuring their prompt completion. The ideal candidate must be able to work collaboratively in a team environment.

Key accountabilities

1. Deliver prompt and professional front desk support to NSWNMA members, staff, and visitors, ensuring a positive experience.
2. Receive and manage incoming phone calls with professionalism, empathy, and patience.
3. Document and relay messages accurately and in a timely manner.
4. Maintain up to date records, complying with relevant policies and procedures.

5. Perform various administrative tasks as required to support the broader functions of the Association such as data entry, assisting with campaign support materials, printing and posting correspondence, and other routine administrative duties.

Key considerations:

- Effective listener, capable of identifying the needs of the member, stakeholder, and the Association and directing the enquiry accordingly.
- The ability to manage multiple tasks and prioritise them effectively in a fast-paced environment.
- Ability to work autonomously, as well as in a team environment.
- Ability to adapt to an agile and dynamic workplace environment.
- A passion to improve workers' lives and a demonstrated commitment to the trade union movement.
- Ability to maintain confidentiality and observe data protection and privacy principles.

Role dimensions:

- **Decision making:** This role has autonomy to make decisions around time management and the priority of tasks within timeframes, under regular supervision.
- **Reporting line:** Membership Services Coordinator
- **Direct reports:** nil
- **Budget and expenditure:** nil

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:

Date:
