

## **PART B**

### **JOB DESCRIPTION**

**Classification:**    **Administration, Reception & Accounting Executive**

**Qualifications:**    Appropriate qualifications and experience to fulfil duties of the post.  
Excellent communication, verbal and written skills and an engaging personality.  
Experience in MYOB or similar accounting systems, Excel, Word and Publisher and Website Management.  
Demonstrated administration, time and workload management skills, ability to multi-task and to be solutions-driven.  
Ability to maintain positive relationships while managing the workload.

**Reporting to:**    Chief Executive Officer/Retirement Living Manager or delegated officer.

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#### **Basic Job Functions:**

1. To support and assist the work of the Chief Executive Officer, Retirement Living Manager and the Facility Manager in the operation of Allambie Heights Village Ltd.
2. To contribute to creating an efficient, well-organised office that is customer-sensitive at all times.
3. To achieve efficient implementation of reception and accounting tasks, receivables/payables, petty cash and reconciliations etc.
4. To demonstrate loyalty to Management and to the Company in achieving the overall aims of the Company.
5. To promote at all times and particularly in the role of 'first contact', a welcoming, helpful and positive presentation of the Company, its services, the Board of Directors, Management, Staff and Residents.
6. To observe and practice privacy and confidentiality in all matters in relation to work given the access to information that is required of this position.
7. To demonstrate initiative and flexibility in the role.
8. To be output-focussed with an ability to find solutions to resolve problems.
9. To contribute effectively to developing teamwork.

10. To be able to communicate professionally and effectively both verbally and in writing.
11. To assist management in associated duties and tasks to achieve accreditation of the residential aged care facility and to achieve a range of regulatory and audit requirements on an on-going basis.
12. To collaborate with Management or delegated officer in the promotion of the Company's services, retirement villages and residential aged care facility.
13. To form effective relationships with key professionals and contractors, for example, ACAT, medical and allied health professionals and others to achieve positive outcomes for residents, staff and our Company.
14. To assist management or delegated officer to implement a strategy that aims to maximise occupancy of the retirement village and the residential aged care facility.
15. To contribute in all actions so as to ensure cost efficiencies within budgets.
16. To work collaboratively with all staff involved to contribute to creating an efficient, well-organised service that is customer-sensitive at all times.
17. To ensure that the dignity of the resident is paramount.
18. To be a strong advocate to residents and to be committed to maintaining a homely and caring environment to the highest standards.
19. To demonstrate loyalty to Management and to the Company in achieving the overall aims of the service.
20. To present high standards of dress and appearance required of this position.
21. To provide staff cover flexibly and reasonably so as to ensure the smooth operation and consistency of our services.

## PART C

### JOB SPECIFICATION

**Classification: Administration, Reception & Accounting Executive**

1. To support and assist the work of the Chief Executive Officer, Retirement Living Manager and the Facility Manager in the effective delivery of services.
2. To prioritise tasks on a daily, weekly basis etc.
3. To manage and plan workload so as to achieve efficient outcomes.
4. To provide reception and typing duties.
5. To respond to cold calls, company representatives, visitors in a professional manner.
6. To maintain and update appropriate resident records as well as various registers and databases.
7. To manage a calendar of important events/deadlines so as to ensure that targets/submissions/returns/audits are achieved.
8. To operate and achieve efficient implementation of a range of accounting/financial/administrative and human resource tasks efficiently and effectively with management and with the Accounts Manager including:
  - Invoicing Sales Monthly in MYOB
  - Entering Creditors in MYOB
  - Banking EFT/Drawing cheques for payments (7,14 and 30 days)
  - Reconciliation of pocket money for Residents
  - Petty Cash
  - Collect and Receipt Rent/Maintenance payments from Residents
  - Maintenance of Police Checks
  - Set up new staff and residents in data bases and with files
  - Photocopying
  - Keeping Handbooks and all information for distribution updated and copied
  - Filing
  - Service Contractor coordination.
  - Mail distribution
  - Ordering
9. To assist with hospitality to guests and visitors of the Company.
10. To conduct all aspects of work with honesty and integrity.

11. To produce Company material using Publisher and to engage in Management of the website.
12. To engage with the Retirement Living Manager or delegated officer in formal manager/staff feedback and an annual appraisal.
13. To attend and contribute constructively to office meetings.
14. To demonstrate commitment, flexibility and a willingness to contribute to the various hospitable activities and functions for residents.
15. To provide staff cover flexibly and reasonably so as to ensure the smooth operation and consistency of our services.
16. To contribute actively to a safe living and working environment in relation to WH&S.
17. To remain updated about relevant professional and industry legislation, standards and developments pertinent to the business of the Company and to the role.
18. To update knowledge of information technology systems and best practice in office management on an ongoing basis.
19. To assist management to maintain and develop where required policies and procedures for the Company.
20. To conduct all aspects of work with honesty and integrity and to recognise the dignity of the resident at all times.
21. To engage in other reasonable duties as designated by the Chief Executive Officer, Retirement Living Manager, Facility Manager or delegated officer to meet the exigencies of the service.