

## Position description

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<b>Position:</b>	<b>Student Receptionist</b>
<b>Reports to:</b>	<b>Clubs and Societies Centre Manager</b>
<b>Direct reports:</b>	<b>None</b>
<b>Indirect reports:</b>	<b>None</b>
<b>Volunteers and Interns:</b>	<b>None</b>
<b>Location:</b>	<b>OUSA, University of Otago, Dunedin</b>

### Organisation:

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University, OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) run campaigns and represents student views to the University and other external bodies. OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

Structurally, OUSA is divided into 8 departments: Corporate support; Events; Communications and Marketing; Clubs and Socs; Critic; Planet Media Sales; Radio One and Student Support Centre. With approximately 50 staff and many more volunteers, OUSA is a substantial organisation. Managers of each department report to the CEO, who is responsible to the Student Executive for the overall management of the organisation. Each of the departmental managers is responsible for the operations of their department, including staffing, financial management and service provision. OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer who values inputs from all staff.

### Position purpose:

- Service customer enquiries
- Perform a range of reception duties

- Provide support for key services
- Facilitate the delivery of a Clubs and Societies Centre that is welcoming, safe and inclusive

### Areas of Responsibility

Area	Expected Outputs
<p><b>General Tasks</b></p>	<ul style="list-style-type: none"> <li>• Present the Clubs and Societies Centre as a welcoming, safe and inclusive space</li> <li>• Build and maintain strong working relationships with internal OUSA personnel</li> <li>• Build and maintain strong working relationships with key users of the Clubs and Societies Centre</li> <li>• Service all customer enquiries</li> <li>• Assist the OUSA Recreation Programme</li> <li>• Assist the Clubs Development Officer</li> <li>• Execute reception duties, including but not limited to stocktake, gear hire, bookings, data entry, sales, till reconciliation and banking.</li> <li>• Reasonably carry out additional tasks at the discretion of the Clubs and Societies Centre Manager</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Take personal responsibility for engaging in OUSA's no-harm, health and safety culture</li> <li>• Be familiar with the hazard register for the work area that you work in</li> <li>• Communicate to the Departmental manager and colleagues any potential hazards that you identify that are not on the register</li> <li>• Be familiar with the location of first aid kits and qualified first aiders in the Association</li> <li>• Be familiar with and adhere to any health and safety plans</li> <li>• Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in, and notify the Departmental Manager of these</li> <li>• Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community</li> </ul>

### Personal Attributes

<p><b>Working Collaboratively</b></p>	<ul style="list-style-type: none"> <li>• Ability to build and maintain professional and productive relationships</li> <li>• Ability to relate to a diverse range of people</li> </ul>
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	<ul style="list-style-type: none"> <li>• Excellent written and oral communication skills</li> <li>• Communicates positively with colleagues across the OUSA to ensure a strong collegial culture within OUSA</li> </ul>
<b>Organisation</b>	<ul style="list-style-type: none"> <li>• Manages self, resources and workload to meet timelines</li> <li>• Is organised and keeps all files and documents in order</li> <li>• Ability to work independently and as part of the team</li> <li>• Ability to recognise when issues need to be escalated to the Departmental Manager</li> </ul>
<b>Change</b>	<ul style="list-style-type: none"> <li>• Is flexible and resilient to meet the ever changing needs of the OUSA</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Anticipates problems and proactively resolves them in an appropriate manner, escalating issues to the Departmental Manager when appropriate</li> </ul>

### Qualifications and Experience

- A valid Workplace First Aid Certificate (or the commitment to get one)
- Working Information Technology knowledge
- One to Two years-experience in customer service roles
- A full drivers licence would be an advantage
- Understands the student environment and can engage effectively with students