

<b>Position:</b>	<b>Receptionist   Kaiwhiwhi</b>
<b>Reports to:</b>	<b>Clubs and Societies Centre 2IC</b>
<b>Direct reports:</b>	<b>None</b>
<b>Location:</b>	<b>OUSA Clubs and Societies Centre</b>
<b>Organisation:</b>	

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 | Whakatakotoranga Tuuturu:**

- Facilitates a centre that is welcoming, safe and inclusive
- Fosters positive experiences within the facility
- Services customer needs
- Performs reception duties
- Provides departmental support

## Areas of Responsibility | Nga Wahanga Haangai

Area	Expected Outputs
<p><b>Reception/front of house</b></p>	<ul style="list-style-type: none"> <li>• Facilitates a centre that is welcoming, safe and inclusive</li> <li>• Acts in accordance with organisational policy</li> <li>• Fosters positive experiences within the facility</li> <li>• Establishes working relationships with stakeholders</li> <li>• Presents reception in a clean, professional and organised manner</li> <li>• Services customer needs, offering assistance even when queries may not be directly related to what is provided</li> <li>• Educates self about information and services relevant to the tertiary environment</li> <li>• Complaints administration</li> <li>• Documents and reports information relevant to the responsibilities</li> <li>• Phone, email, SMS and in person correspondence</li> <li>• Executes the standard operating procedures for reception</li> <li>• Processes transactions</li> <li>• Administrates room bookings</li> <li>• Sales processing</li> <li>• Administration of auxiliary services</li> <li>• Promotion/education of the centre to new users</li> <li>• Seeks improvement, suggesting measures to increase the quality of our services and efficiency of operations</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety</li> <li>• Take reasonable care that others are not harmed by their actions</li> <li>• Complete an incident form (when notified of an incident). Notify the manager of any incidents you are involved in.</li> <li>• Follow any reasonable instructions given to them</li> <li>• Cooperate with any reasonable health and safety policy or procedure</li> <li>• Commits to a positive health and safety culture. Be proactive in identifying new health and safety initiatives within the workplace.</li> <li>• Holds and renews a valid first aid and fire warden certificate</li> <li>• Holds the position of fire warden</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Where feasible assists users away from reception, e.g. viewings of spaces, IT assistance, provision of gear etc.</li> <li>• Tailors work processes and systems in support of the organization's sustainability goals e.g. waste minimization or energy conservation</li> <li>• Protects against pilferage, loss, theft or abuse of company and customer property</li> <li>• Carry out additional tasks, complimentary to the department or organisation that may be reasonably requested e.g. cleaning, physical labor etc.</li> <li>• Undertake professional development complimentary to the role, individual progression or organization goals</li> </ul>

	<ul style="list-style-type: none"> <li>Assists the 2IC to gather content for social media marketing</li> </ul>
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### Personal Attributes | Nga Huanga Whaiaro

Attribute	Details
<b>Customer focused</b>	<ul style="list-style-type: none"> <li>Kind</li> <li>Positive</li> <li>Inclusive</li> <li>Solution focused</li> <li>Empathetic</li> </ul>
<b>Team Player</b>	<ul style="list-style-type: none"> <li>Humble, improvement focused, accountable, a good communicator, creative, resilient, transparent.</li> </ul>
<b>Organised</b>	<ul style="list-style-type: none"> <li>Time management skills; ability to multitask, upholding performance while responding to incidents and frequent interruptions.</li> <li>Agile</li> <li>Quick thinking problem solver</li> </ul>
<b>Driven and Invested</b>	<ul style="list-style-type: none"> <li>Proactivity</li> <li>Possess initiative</li> <li>Punctual</li> <li>Reliable</li> <li>Willing to upskill</li> <li>Open to change</li> </ul>
<b>Prideful and Hardworking</b>	<ul style="list-style-type: none"> <li>Takes pride in their work; strong attention to detail and invests in organizational goals</li> </ul>
<b>Technology literate</b>	<ul style="list-style-type: none"> <li>Competent in Microsoft Office</li> <li>Proficient in online systems</li> <li>Confident using modern technology including AV systems</li> </ul>
<b>Collaborative worker</b>	<ul style="list-style-type: none"> <li>Positive and inclusive</li> <li>Builds and maintains professional, productive relationships</li> </ul>

### Qualifications and Experience | Tohu me te Wheako

Our minimum requirements are:

- 2 years' experience in complimentary roles
- Familiarity with Otago University
- NZ citizenship, residency or a NZ working visa

Desirable to this role is:

- First aid and fire warden certificate (or agreement to achieve on appointment)
- A full drivers licence of two years minimum
- Training in customer service, inclusivity, diversity, administration or similar
- Multilingualism, culturalism or diversity. We have a diverse student community. Having diversity within our own team facilitates our service delivery.

### Organisational Values

OUSA prides itself on its objects and organizational values. OUSA is a strong advocate for the LGBTQ+ and disabled communities and recognizes the Te Tiriti o Waitangi as Aotearoa's founding document. For the Clubs and Societies Centre this translates to expectations around inclusion and equity. Candidates are encouraged to familiarise themselves with OUSA's constitution, policies and website in advance of applying. These can be accessed here:

<https://www.ousa.org.nz/executive/constitution--policies>