

Position Description

Position:	Reception & Centre Services Coordinator
Reports to:	Clubs, Societies & Recreation Operations Manager
Direct reports:	Duty Supervisors and Receptionists (13 plus on varied contracts)
Location:	OUSA Clubs & Societies Centre

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 recreational offerings and facilities
- 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.

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:

- Manages reception and reception staff for the Centre
- Coordinates the Centre's operations
- Provides managerial support to the CSM as required
- Facilitates the Centre (and Centre services) to be a welcoming, inclusive and equitable
- Contributes to Centre strategy, being considered a senior rangatira within the team

Areas of Responsibility

Area	Expected Outputs
<p>Human Resource Management</p>	<ul style="list-style-type: none"> • Recruitment of reception staff under the direction of management • Onboarding and ongoing training and support for reception staff • Oversees the management of receptionist duties and performance • Rostering and scheduling of receptionists including leave requests. This includes organising cover at short notice when required • Coordinates and ensures communication amongst staff including receptionists and the Clubs & Socs team • Fortnightly payroll management for the reception team including timesheets and leave requests • Minor performance and disciplinary management • Emergency support for receptionists outside of hours • Reports staffing issues to management
<p>Reception/Front of House</p>	<ul style="list-style-type: none"> • Manages front-of-house operations • Acquire receptionist duties as required during staff breaks or when short of staffed • Ensure the centre remains welcoming, safe and inclusive to all visitors • Ensure reception areas are well maintained and tidy • Acts as the central contact for reception inquiries • Manages the point of sales system • Responds to complaints relating to staff • Implement improvement strategies for the standard operating procedures of reception • Reconciliation of the till and banking deposits as required
<p>Centre Services</p>	<ul style="list-style-type: none"> • First port of call for patron issues arising at the Centre, referring matters to relevant staff members • Provides administrative support to the Clubs & Socs team as required • Holds the role of secretary for the Affiliated Clubs Council, Grants and Blues and Golds Panel • Contributes to the Centre's strategic and operational planning • Is the first port of call for matters pertaining to hospitality services • Configures settings for the room booking system • Inventory and stock management including sales and ordering stock • Ensure quality of our services and efficiency of operations and present improvement strategies to management

	<ul style="list-style-type: none"> • Manage room and van bookings and club equipment for hire • Implement checks between bookings of rooms including the sauna and activities hall • Assist with the centres marketing as required that promotes users into the centre • Helps OUSA and the Centre with tasks outside of usual responsibility on occasion • Protects against pilferage, loss, theft or abuse of OUSA and patron property
Health and Safety	<ul style="list-style-type: none"> • Be physically present at the Centre to ensure no less than 2 staff are present at reception or in the office space • Adheres to NZ law and reasonable instructions given by OUSA, including OUSA policy, systems and processes • Takes reasonable care of their own health and safety • Takes reasonable care that others are not harmed by their actions • Ensures receptionists understand their health and safety obligations and have adequate training to fulfil these • Champions a proactive and positive health and safety culture • Holds and renews a first aid and fire warden certificate (holding the position of fire warden)

Personal Attributes

Working Collaboratively	<ul style="list-style-type: none"> • Ability to build and maintain professional and productive relationships • Ability to relate to a diverse range of people • Excellent written and oral communication skills • Communicates positively with colleagues across the OUSA to ensure a strong collegial culture within OUSA
Personality	<ul style="list-style-type: none"> • Inclusive and positive • Creative and resilient • Humble and self-aware • A people person
Outlook and Approach	<ul style="list-style-type: none"> • Professional and driven • Collaborative and improvement focused • Is flexible and resilient to meet the ever changing needs of the OUSA • Upholds the values of OUSA, modifying work processes and systems in support of these

Problem Solving	<ul style="list-style-type: none">• Anticipates problems and proactively resolves them in an appropriate manner, escalating issues to the Departmental Manager when appropriate
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Qualifications and Experience

- A tertiary qualification in business, leadership or similar
- Experience leading a team
- Experience managing or supervising a public facility
- Great communication and customer service skills
- Confident ability in using Microsoft programs and various online systems
- Use of POS systems and basic knowledge of AV