metro assist

Casual Receptionist

Metro Assist (formerly Metro Migrant Resource Centre) is seeking an enthusiastic casual **Receptionist** to join our dynamic organisation which is committed to making a positive impact in people's lives.

Metro Assist is committed to social justice and empowering our clients to achieve their full potential in life. We provide settlement services, employment support, family services, emergency relief, tenancy advice, financial counselling and undertakes community development projects and initiatives. More information about us is available on our website: www.metroassist.org.au

About the Role

If you are looking for an opportunity to use your exceptional customer service skills, and be part of a for purpose organisation creating positive social impact, then this role is for you.

The role will be required to undertake the day to day front office duties of Metro Assist reception areas across all sites, and provide a superior standard of and efficient customer service to clients, visitors and staff. The successful applicant must be willing to work at all office locations, and must have acces to their own tranpsort.

The salary is based on the SCHCADS Award, and generous salary packaging options are available. The successful applicant will also benefit from ongoing support & supervision, and have access to our Employee Assistance Program.

Selection Criteria

- Minimum Certificate III or IV in business administration or community welfare or relevant discipline
- Demonstrated experience in a similar reception/customer service and administration role
- Excellent telephone manner and good interpersonal skills
- An ability to relate to people from diverse backgrounds and cultures in a culturally appropriate manner
- An ability to handle difficult clients with empathy and assertiveness
- Well-developed ability to multitask and prioritise with strong attention to detail
- Able to operate effectively in a team, contributing positively to team operations and working relationships
- IT skills – proficient in Microsoft Word, Excel, and data entry

Desirable Criteria

- Bilingual in a community language
- Prior work experience in the not-for-profit sector

HOW TO APPLY

Applications close 22 May 2022 and must be submitted to: recruitment@metroassist.org.au
Your application must address each of the selection criteria and include:

- A cover letter
- Statement against selection criteria
- A current resume including your full name, postal address and contact number
- Two of the most recent work-related referees stating names, positions and contact details

For enquiries regarding this position, please contact Michelle Aldred on (02) 9789 3744 or email: recruitment@metroassist.org.au.

Please note that only shortlisted applicants will be contacted.

Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to an "up-to-date" Covid-19 vaccination status, a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.