

POSITION TITLE: Receptionist	REPORTING TO: General Manager/Office Manager
Division: Residential Aged Care	TYPE OF ENGAGEMENT: Full Time/Part Time/Casual
Location: Home Name	Direct Report: Nil
Position Summary	
The Receptionist is the first point of contact for all visitors and stakeholders, providing a warm welcome and professional service. They handle enquiries efficiently and support the Home's administrative functions, contributing to positive experiences for residents, visitors, and staff.	
Role Responsibilities	
1. Provide outstanding customer service.	
<ul style="list-style-type: none"> • Maintain a welcoming, 'tour-ready' reception and home environment daily • Answer and direct calls professionally and promptly • Respond to customer enquiries with efficiency and positivity • Demonstrate strong knowledge of the Home, including facilities, visiting hours, fees, and room options • Conduct engaging, informative tours that highlight the Home and Regis • Log, escalate, and coordinate feedback and complaints promptly 	
2. Prepare, manage and maintain accurate reports and records.	
<ul style="list-style-type: none"> • Coordinate resident admission process, including Salesforce as necessary • Establish and maintain accurate resident administrative and clinical files, including hard copies, promptly • Receive and process invoices • Support with Petty Cash reconciliation • Support with staff compliance (Performance Appraisals, Police Checks, VEVO, Vaccinations), • Enter the resident on a charge into the Epicor system. • Distribute and display documents including meeting minutes, agenda and memos. 	
3. Support with Home roster management	
<ul style="list-style-type: none"> • Closely and effectively support the management of the Home's roster to ensure optimal business outcomes in line with ANACC Care Minutes requirements. • Supports employees to maintain accurate availability in the Humanforce • Ensure fair and transparent processes are followed for shift replacements, minimising any perception of favouritism. Ensures fortnightly (min) scheduling of shifts and ensures employee minimum contracted hours are adhered to; 	
4. Contribute to a safe, compliant living and working environment.	
<ul style="list-style-type: none"> •Complies with Regis policies and procedures •Actively contributes to the safety and well-being of self, colleagues, residents and visitors, including: reporting all incidents, hazards and near misses via RiscNet •Follows safe work procedures •Demonstrates a proactive approach to injury prevention 	
ATTRIBUTES ESSENTIAL FOR SUCCESS	
Qualifications / Special Requirements	<ul style="list-style-type: none"> • Experience within an aged care environment is favourable but not essential • Experience in high-level administrative skills • Demonstrated proficiency in verbal and written communication skills

Experience, skills & competencies	<ul style="list-style-type: none"> • Demonstrated customer service experience in a fast-paced environment • Demonstrated experience in roster management or supporting roster management • Proven experience in roles that require maintaining confidentiality • Demonstrated problem-solving skills • Demonstrated ability to follow processes • Understands sales processes (desirable)
General attributes	<ul style="list-style-type: none"> • A quick learner and a naturally positive outlook • Able to 'get things done', Team Player, lends a helping hand • Hands-on person, with high working standards • High level of personal motivation, initiative and integrity • Outstanding organisational skills and ability to prioritise and multitask • Strong attention to detail • Excellent communication, both verbal and written, i.e. grammar, punctuation, formatting, etc. • Works well unsupervised, is reliable, approachable, is patient with residents and families • Professional telephone manner, demonstrating a caring, friendly manner • Friendly, personable, professional approach
Indicative days & hours of work	The Receptionist role covers 7 days a week, with weekday and weekend shifts in place. There may occasionally be a need for evening, weekend, or public holiday work depending on the role's requirements. Hours are flexible within the core business hours of 8 am – 6 pm.
General Information	This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended as an exhaustive list of all responsibilities, duties and skills required. Regis reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
Date	30 th June 2025

