

**INDEPENDENT COMMISSION AGAINST CORRUPTION**

**POSITION DESCRIPTION**

<b>Position title</b>	<b>Support Officer/ Receptionist</b>
<b>ICAC Grade</b>	<b>1C</b>
<b>Division</b>	<b>Executive Support Unit</b>
<b>Reporting relationship</b>	<b>Reports to Executive Assistant to the Chief Commissioner and the Commissioners</b>
<b>Position description updated</b>	<b>August 2019</b>

**1. PURPOSE OF POSITION**

Provide administrative and support services to the Executive Support Unit three days per week, and undertake switchboard and receptionist duties for the Commission two days per week.

**2. NATURE AND SCOPE OF POSITION**

- Provide keyboard, word processing, transcription, clerical and administrative support services, including sorting, collating and copying documents.
- Assist with switchboard and receptionist duties by attending to both external telephone inquiries and walk-in inquiries with an emphasis on screening and directing the inquiry to the relevant Commission business unit or external agency.
- Provide high quality client service to those attending Commission premises for business purposes including members of the public.
- Assist with the collection and distribution of the Commission's incoming and outgoing mail.
- Maintain accurate records required for the purposes of audit and invoicing as related to the responsibilities of the position on the Commission's Case Management and Records Management databases.
- Provide training to other staff required to relieve or assist in the role of Receptionist.

**3. PERFORMANCE ACCOUNTABILITIES**

The position holder will be accountable for the quality of their work and the efficiency with which it is conducted.

**Quality**

- Administrative support services in Commission hearings meet Commission's requirements.
- Word processing and transcription is completed to meet the Commission's needs and complies with relevant Commission requirements.

**Sensitive**

- Copying, collation and filing of documents is done accurately.
- Customer service delivered to a high quality at reception.
- Effective management of a diverse range of duties in a professional and timely manner.
- Timely and accurate collection and distribution of mail on a daily basis across the Commission's business units.
- Accurate records maintained in compliance with Commission policy or other administrative procedures and requirements.
- Effective training of staff in receptionist duties to address Commission needs.

### **Operational effectiveness**

- Initiative is used to identify problems and issues and formulate effective responses.
- Work is effectively prioritised.
- Work is completed to an acceptable standard on a timely basis.
- Plan, perform and complete tasks to assist the Commission in meeting its business and strategic objectives.

### **People and communication**

- Work as an effective member of a team.
- Keep relevant people informed of pertinent information in a timely manner.
- Maintain records in accordance with Commission policies.
- Build and maintain effective working relationships with Commission staff and other key stakeholders.
- Demonstrate professionalism to support a culture of providing high-level quality client service within the Commission.
- Exercise confidentiality, diplomacy and tact both as a Commission staff member and as a Commission representative.

### **Growth**

- Performance issues are promptly addressed.
- Appropriate personal and professional development needs are identified and, in consultation with the Executive Assistant, are addressed.
- Effective use of changing technology and computer applications that assist in the performance of tasks.

## **4. REQUIRED QUALIFICATIONS OR RELEVANT EQUIVALENT WORK EXPERIENCE**

- Administrative, clerical and word processing experience.
- Typing skills with attention to accuracy and detail.
- Knowledge of Case Management and Records Management databases to keep accurate records.
- Basic analytical skills.

**Sensitive**

- Demonstrated ability to be flexible.
- Proficiency in Microsoft Office suites
- Ability to use a computerised switchboard within a short timeframe.
- Well-developed communication, presentation and interpersonal skills.
- Ability to work well in a team, communicate effectively with people of diverse background, occupation, and seniority, both internal and external to the Commission.

## **5. SOURCE DOCUMENTS**

- ICAC Code of Conduct
- Managing Unreasonable Complaint Conduct Policy
- ICAC's Strategic Plan
- ICAC's Corporate Business Plan
- Executive Division Business Plan