

Position: Senior Receptionist | Kaiwhiwhi

Reports to: Corporate Support Manager

Direct reports: N/A

Location: OUSA, 640 Cumberland Street

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 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.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer that values input from all staff.

Position Purpose | Whakatakotoranga Tuuturu:

- Implements effective front of house services, training, rosters and supervises casual reception staff
- Assists with general operations and provides departmental assistance as required
- Manages Lost Property (this activity is most of the job time)
- Facilitates sales of goods and services
- Upholds the values of OUSA

To provide effective and welcoming reception at OUSA, supervise all staff on reception, be the key manager of the reception area and oversee special projects whilst training staff and volunteers when needed.

The hours of employment will be 35 hours per week during normal office hours which are Monday-Friday: 8:45am - 4:45pm. Hours will vary over Orientation, Hyde Street, Dunedin Craft Beer and Food Festival and other large events a greater number of work hours will be expected. Between the end of exams in early November and Orientation in February hours can by negotiation be reduced and will be agreed upon by both parties.

Areas of Responsibility | Nga Wahanga Haangai

Main Office reception

Area	Expected Outputs
<p>Reception at the OUSA Main Office</p>	<ul style="list-style-type: none"> • The creation and management of rosters for part time reception staff and volunteers • Provides guidance and supervision of part time reception staff and volunteers • Facilitates a reception area that is welcoming, safe and inclusive • Fosters positive experiences within our building • Fields phone calls and takes messages • Assists with student and visitor enquiries • Especially assists new students with directions and information regarding OUSA services and events • Word processing and basic data entry • Processes transactions and sales • Prepares monthly stocktake and lost property reports • Assists students, other staff and executive members with forms, and applications • Manages the operation of the OUSA Locker service • Provides assistance to other OUSA departments as needed • Provides assistance with executive election nominations • To maintain the tidiness and cleanliness of work areas • Orders and maintains office stationery, equipment and first aid kit supplies • To take part in one training session at the beginning of Employment, ensure offers of relative training session are undertaken – ie: de-escalation training, first aid etc
<p>Lost Property</p>	<ul style="list-style-type: none"> • To accept incoming lost property, and ensure that all items are securely stored • To accurately record incoming lost property details and to help maintain the lost property database • To communicate with finders and owners of lost property as required, using as many 'detective' skills as possible • To facilitate Market Day sales and preparations • To prepare monthly lost property reports • To ensure unclaimed items are cycled on as best suited for each item type • To report to the Corporate Support Manager regarding any lost property discrepancies
<p>Special Events</p>	<ul style="list-style-type: none"> • Extra reception shifts may be required for events such as Orientation Week, Hyde Street and the Dunedin Craft Beer Food Festival. These may take place outside usual office hours including weekends • Manage the operation of OUSA Events ticket sales eg Orientation Week tickets – under the direction of the Events team

	<ul style="list-style-type: none"> • Supervising ticket sales and ensuring accurate cash reconciliation • Monitoring and triaging special events inboxes • Assisting the Events team by liaising with ticketing providers and customers • Training volunteers and supervising part time ticketing staff • Assisting with the issuing and the loading of monetary value onto electronic wristbands • Assisting at external OUSA contact points
Sell Goods and Services	<ul style="list-style-type: none"> • Facilitate and track sales plus manage stock levels of miscellaneous goods – such as the sale of unclaimed lost property items for charity • Ensure accurate reconciliation

Personal Attributes | Nga Huanga Whaiaro

Attribute	Details
Working Collaboratively and Flexibly	<ul style="list-style-type: none"> • The employee shall be expected to have flexible hours, so that they can work longer days and/or different hours as may be required on occasion • They should also expect to be called in for extra work, on short notice from time to time • People orientated, outgoing, confident, unflappable and funny • To provide regular verbal feedback on issues relevant to their duties, as required • Can successfully interact with a diverse variety of people • Can work effectively in a team environment • Varying outlooks and beliefs • Must be able to work efficiently and calmly in stressful situations • Must demonstrate initiative
Outlook and Approach	<ul style="list-style-type: none"> • Professional and driven • Collaborative and improvement focused
Communication	<ul style="list-style-type: none"> • Excellent written and oral communication skills • All communications delivered in an accurate, professional and timely manner • Creation of sales documents and proposals • Excellent presentation, negotiating and sales skills • Awareness and empathy with people of different cultures and backgrounds

<p>Planning and Organising</p>	<ul style="list-style-type: none"> • Manages self, resources and workload to meet timelines, even under pressure • Is organised and keeps all files and documents in order
<p>Managing Change</p>	<ul style="list-style-type: none"> • Understands, positively responds to, and supports change • Is flexible and resilient to meet the ever-changing needs of OUSA and its departments • To be proactive in offering suggestions as regards any services under their care to the-Corporate Support Manager
<p>Skills</p>	<ul style="list-style-type: none"> • Can work autonomously • Comfortable supervising and training others • Results focused and committed to the highest standards of performance • Anticipates problems and proactively resolves them in an appropriate manner • Great communication and interpersonal skills • Organised and detail orientated • Technology literate, including Microsoft Office, and a variety of online systems
<p>Health and Safety</p>	<ul style="list-style-type: none"> • The Employee is responsible for taking all practicable steps to ensure their own safety at work and ensuring no harm is caused to any other person in the workplace • The Employee is responsible for familiarisation and compliance with OUSA Health & Safety policies and procedures • Communicate to the Association Secretary and HR regarding any potential hazards that you identify that are not on the OUSA hazard register • Be familiar with the location of first aid kits and qualified first aiders in the Association • Be familiar with and adhere to any OUSA health and safety plans • Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in, and notify the Corporate Support Manager of these • Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community

Qualifications and Experience | Tohu me te Wheako

Our minimum requirements are:

- Prior work experience in hospitality or administration, prior reception work is an advantage
- Cash handling experience and good reconciliation skills
- The ability to understand and learn the OUSA constitution and policies
- Existing general knowledge of OUSA and our activities
- Familiarity with Otago University and tertiary study
- High standards of professionalism, confidentiality, ethics and integrity
- Computer literacy with basic word processing skills
- NZ citizenship, residency or a NZ working visa