



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Receptionist, National Office

Property, Shared Services Branch

The Reception position is responsible for providing reception/customer service and administrative support services for staff within Internal Affairs at the Pipitea Street office.

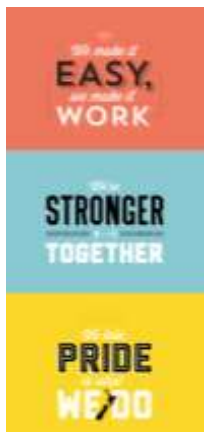
- **Reporting to:** Manager Facilities
- **Location:** Wellington
- **Salary range:** Business Support Band D

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.



Te Tari Taiwhenua
Internal Affairs

| What you will do to contribute | As a result we will see |
|---|---|
| <p>Reception/Customer Service</p> <ul style="list-style-type: none"> • Provide telephone operator service from 8am to 5pm on business days including answering telephone queries • Greet visitors, customers and the general public • Respond to general customer enquiries, contacting the appropriate person via phone and/or email • Contact business units and people of the arrival of any appointments/visitors/contractors. • Oversight of the visitor management kiosks on the ground floor including consumables and ensuring that operational | <ul style="list-style-type: none"> • Working independently with sound judgement and decision making • Confidence when dealing with difficult calls and reception walk-ins • Exceptional Customer Service • Processing of customer queries in an efficient and timely manner • Work behaviour is customer centric and supported by the team working cohesively • Rooms are organised, set up with functioning equipment, making a positive difference • Provide helpful, accurate and timely information • Provide professional and courteous services regardless of circumstances |
| <p>Administration</p> <ul style="list-style-type: none"> • Manage swipe cards (supplying temporary cards for staff and contractors) and liaise with the Property Team. • Coordination and support of the Release Me locker system including providing reporting as required • Encoding of Gallagher access security cards • Provide equipment for staff use (data shows, laptops, teleconferencing polycoms) etc • Set up the equipment and provide support for teleconferencing polycoms, laptops & data shows (allocate pin numbers for polycoms, when required), facilitate conference calls if required • Inward couriers, receipt courier packages and contact staff member for collection • Courier distribution – stored for collection or put in internal mail. Outward Couriers – make bookings online/over the phone • General administration duties as required • Control the stock management of DIA culture products and send out when requested • Coordinate responses to requests from the DIA generic enquiry and complaints inbox. • Process invoices for teleconference facilities: allocate to correct cost code and send to finance • Coordinate pool car, including filling in booking forms, confirming signing of motor vehicle policy, sighting driver licences and handing over keys • External and Internal room bookings when required | <ul style="list-style-type: none"> • A well organised and up to date office • Accurate and efficient administration with attention to detail • Effective and efficient communication of couriers/mail/deliveries to appropriate staff member or business unit • Deadlines are met and staff are informed, when necessary |

| What you will do to contribute | As a result we will see |
|---|--|
| Team Communication <ul style="list-style-type: none"> Work collaboratively with fellow team members and Team Leader in the day to day operations of the team Support and assist colleagues Create a positive atmosphere for everyone | <ul style="list-style-type: none"> Positive relationships with internal and external stakeholders are effectively established, fostered and managed |
| Financial Management <ul style="list-style-type: none"> Process departmental invoices for Postage, Couriers, Travel and Conference services by: Checking all invoices against maintained on-charging spreadsheets. Coding and processing for appropriate sign off all invoices. | <ul style="list-style-type: none"> Payments are managed according to Internal Affairs' processes, delegations and policy Invoices are received and processed within agreed timeframe |
| Health and safety (for self) <ul style="list-style-type: none"> Work safely and take responsibility for keeping self and colleagues free from harm Report all incidents and hazards promptly Know what to do in the event of an emergency Cooperate in implementing return to work plans | <ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work. Health and safety guidelines are followed |

| Who you will work with to get the job done | | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
|--|--------------------|--------|------------------|-----------|--------|-------------|------------|
| Internal | Manager Facilities | | ✓ | | ✓ | | ✓ |
| | Property staff | ✓ | ✓ | | ✓ | | ✓ |
| External | Contractors | ✓ | ✓ | | ✓ | | ✓ |
| | Couriers | ✓ | ✓ | | ✓ | | ✓ |
| | General Public | ✓ | ✓ | | ✓ | | ✓ |

| Your delegations | |
|---|---------|
| Human Resources and financial delegations | Level Z |
| Direct reports | Nil |

| Your success profile for this role | What you will bring specifically |
|--|--|
| <p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none">• Customer Focus• Continuous improvement• Teamwork and peer relationships• Action oriented• Self-development and learning• Functional and technical skills | <p>Experience:</p> <ul style="list-style-type: none">• 2 years relevant working experience• Experience in a customer focussed or service delivery environment• Experience in providing administrative/reception services within a professional environment <p>Knowledge:</p> <ul style="list-style-type: none">• Familiarity with using databases and email• Strong knowledge of Microsoft Office Suite and ability to learn new systems <p>Skills:</p> <ul style="list-style-type: none">• Ability to build effective working relationships and interact with people at all levels• Ability to work independently, without close direction• Ability to make sound judgement and decisions• Confidence to deal with difficult calls and reception walk-ins• Excellent communication skills, both written and verbal• Well-developed professional customer service ethic• Organised and strong attention to detail• Ability to maintain confidentially and use discretion• Flexibility and can-do attitude• Ability to multitask and prioritise workloads <p>Other requirements:</p> <ul style="list-style-type: none">• A business administration qualification and/or relevant working experience |