Reception – Front Desk

Reports to: Head of Supporter Services
Direct reports: Nil

The Organisation

Sydney Children's Hospitals Foundation (SCHF) is a leading children's charity, working to inspire the community to support sick kids to live their healthiest lives. All employees and volunteers of the Foundation are expected to fully support the SCHF purpose, guiding principles and values in their work and interactions with all internal and external stakeholders.

Our Vision: **Healthy Kids…Whatever it takes**

Our Purpose: *Connecting the world's best paediatric research and practice with donors who are inspired by the ability to create change*

Our Guiding Principles

Every relationship matters – each is built on kindness, integrity and respect.
Working in partnership we connect funds with the greatest need for the maximum impact.
We ensure our donors learn of the impact of their gifts on sick kids and their families.
We are inspired by children and families and together, with our community, we aim to cure and we always care.

Our Values: **We are Courageous, Collaborative, Supportive and Accountable**

The Position

The Receptionist is responsible for providing pleasant and professional first point customer service contact to internal and external stakeholders requiring assistance. The Receptionist handles all phone and front desk enquiries and assists all members of the Fundraising, Marketing and Communications teams (or SCHN Public Relations team members) and Operations teams as required. Critical to this position is the ability to be an integral, committed, flexible and supportive team member.

Specific Responsibilities:

RECEPTION DUTIES

- Answer all incoming phone calls and front desk enquiries in a polite and professional manner, redirecting enquiries to appropriate staff where needed.
- Maintain a clean and tidy reception area and common work areas.

Registered Office (admin only):
Level 12, 680 George Street
Sydney NSW 2000
Australia

Mail: Locked Bag 2005
Randwick NSW 2031
Australia

Freecall: 1800 244 537
Phone: +61 2 9382 1188
Fax: +61 2 9314 6195

info@schf.org.au
schf.org.au

ABN 72 003 073 185
CFN 13211

- Sort and distribute the daily mail.
- Log all donations received via phone, in person or by fax.
- Prepare and coordinate rosters for reception cover.
- Maintain office equipment including binder, laminator & stationary supplies.
- Other general reception duties as required.

ADMINISTRATION DUTIES

- Ensure donor details are maintained on the customer relationship management database
- Manage the Return to Sender process.
- Manage the collection tin process (excluding event tins).
- Maintain up-to-date acknowledgement receipt book register, coordinate distribution and return of acknowledgement receipt books.
- Manage the process of incorrect donations, disputed & dishonoured donations.
- Check receipts with receipt register.
- Distribute mail in a timely manner.
- Participate in fundraising events as required.
- Other Administrative tasks as required.
- Attend regular work in progress and team meetings with Head of Supporter Services.

Key Relationships

Internal: Foundation team, Exec EA's Supporter management team
External: Donors, general public, clinicians and hospital staff

Selection Criteria

1. Experience providing high quality reception services.
2. Ability to deal with internal and external customers in a professional and pleasant manner, both face to face and over the phone.
3. Excellent oral and written communication skills.
4. Excellent administration skills, including superior attention to detail.
5. Advanced computer skills in the Microsoft Office suite (particularly in Word & Excel, including mail merge) and previous experience using databases.
6. Advanced time management and organisational skills, including the ability to set priorities.
7. Demonstrated ability to work effectively as part of a team.
8. Demonstrated ability to be flexible and use initiative.

Sydney Children's Hospitals Foundation

kr kids research

the children's hospital at Westmead

SYDNEY CHILDREN'S HOSPITAL RANDWICK

bear cottage

NETS

Together we can do amazing things for sick kids

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