

SSPD-003	POSITION DESCRIPTION
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Position:	Receptionist / Administration Assistant
Department:	Corporate Administration
Incumbent:	
Report To:	Personal Assistant to General Manager

POSITION PURPOSE

To be the “face” of Suncorp Stadium as the first point of contact for the office and over the phone.

MISSION STATEMENT

“To deliver a world class stadium and event experience for the people of Queensland and visitors to our State”.

GENERAL RESPONSIBILITIES

- Maintain a harmonious working relationship with fellow work colleagues.
- Demonstrate teamwork and cooperation with all colleagues, clients and visitors.
- Attend any meetings/briefings/training sessions as requested by your Manager.
- Undertake additional tasks as requested by your Manager.
- Abide by all Stadium Workplace Health & Safety and Risk Management policies and procedures.

POSITION RESPONSIBILITIES

- Operate and manage the stadium digital telephone system.
- Perform general reception duties.
- Open and distribute incoming mail and prepare outgoing mail keeping accurate records.
- Book couriers and organise deliveries as required.
- Order and maintain all stationery and kitchen supplies and ensure core levels are established.
- Basic maintenance of office equipment.
- Provide assistance to other departments as and when required.

POSITION RESPONSIBILITIES

- Coordinate contractor passes for all events.
- Maintain the Event Incident Register ensuring all items are captured and follow up action taken.
- Distribute event day accreditation to staff for all events.
- Occasional event day work.
- Create requisition, convert and distribute purchase orders to appropriate parties.
- Maintain staff kitchen in a clean and tidy manner including daily cleaning of coffee machine.
- Maintain booking system for Boardroom and meeting rooms and ensure rooms are kept presentable for each use.
- Prize donations.
- PWD Bookings.
- Prepare event and concert reception folders.

EMERGENCY MANAGEMENT RESPONSIBILITY

- Be fully aware of the Suncorp Stadium's Fire & Emergency Evacuation procedures.
- Ensure you are aware of the location of emergency exits, fire fighting equipment and WIP phone.
- Participate in the management of any incident or emergency as directed by the nominated Area Warden.
- Report all incidents to your supervisor or to security immediately they occur. Be sure to record notes on any details relating to incidents that take place in your work area, on your Incident Report Cards.
- Ensure aisles, concourses and exit routes are kept clear of any obstructions.
- Check work area and surrounding areas for any suspicious articles and items and report to your Supervisor.

WORK HEALTH AND SAFETY ACCOUNTABILITIES

- Adhere to company WHS policy, procedures and rules and follow safe work practices.
- While at work take reasonable care for your own health and safety.
- While at work take reasonable care that your actions do not adversely affect the health and safety of others.
- Ensure that work is carried out in compliance with legislation and the company's safe work methods and comply with instruction.
- At all times, remain vigilant in managing persons seeking to gain access to unauthorised areas.
- Check work areas and surrounding areas for any potential safety issues (e.g. trip hazards, slippery or uneven surfaces, spills obstacles, debris, etc) and rectify the situation if you are able to.
- Report any incidents, injuries or hazards immediately.
- Only operate equipment if you are competent and authorised.
- Attend WHS training as required during the year.
- Participate in WHS activities such as inspections, investigations, WHS meetings as required.

Receptionist / Administration Assistant

Date

Alan Graham
General Manager

Date