

Receptionist



Morphett Vale

Administration - Aged Care

0.8 FTE (4 days per week, weekends may be required)

6-month fixed Term Contract until October 2025

Base + Super + Salary Sacrifice

An exciting opportunity awaits a positive and experienced Receptionist eager to make a meaningful impact on the lives of elderly individuals while championing exemplary work practices.

About the organisation

Warrina Homes was established in 1972 and is recognised as a leading not-for-profit Aged Care provider in the North-Eastern suburbs and Metropolitan Adelaide. We operate four Residential Aged Care Facilities at Paradise, Campbelltown, Ingle Farm and Morphett Vale as well as our 5 Independent Living Villages.

Guided by Christian values, care, teamwork, sustainability and being a good corporate citizen, Warrina Homes is dedicated to providing exceptional care and support to our residents. Our team is committed to creating a warm, welcoming, and safe environment where everyone feels valued and respected. Currently we are seeking an experienced, enthusiastic, and self-motivated Receptionist to join our team.

About the role

We are seeking a friendly and organised Receptionist to join our team on a temporary basis to cover maternity leave. (rotational weekend cover may be required). In this role, you will be the first point of contact for our residents, visitors, and staff, ensuring smooth and efficient operations at our front desk.

As the Receptionist, you will:

- Greet and assist residents, visitors, and staff in a warm and professional manner.
- Respond to customer enquiries, both in person and via telephone in a professional and courteous manner.
- Answer and directing all calls (managing multiple lines), taking messages as needed.
- Process incoming and outgoing mail and courier deliveries.
- Provide general administrative support to Managers.
- Assist with reports as required.
- Coordinate stationery orders and other site requirements.
- Ensure all visitors comply with the conditions of entry requirements.
- Assist with general administrative duties to enable the efficient operation of the residential site, including the accurate updating of electronic systems.
- Assist with administrative tasks such as data entry, scheduling, document preparation, minute taking, any other additional administration duties as required.
- Assist with the coordination of on-site contractors.
- Accurately maintain hard copy and electronic filing systems as per established organisational and site management systems.
- Assist with providing written replies to enquiries and general correspondence within agreed timeframes. Managing the reception inbox
- Ensure the reception area is clean, tidy, and welcoming.
- Identify and implement process improvements to enhance service delivery.

What you need to be successful:

- **Experience:** Previous experience in a Reception or Administration support role.
- **Excellent Computer Skills:** Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and other relevant tools. As well as accurate keyboard and data entry skills.
- **Customer-Centric Approach:** Strong focus on customer satisfaction and experience. Compassionate and respectful attitude towards elderly residents.
- **Communication Skills:** Excellent verbal and written skills with the ability to communicate with a culturally diverse range of people.
- **Problem-Solving Abilities:** Ability to think critically and resolve issues efficiently.
- **Organisational Skills:** Demonstrated organisational and time management skills, including the ability to prioritise work, use initiative and work with minimal supervision.
- **Work Ethic:** Be a team player with a strong customer service focus and a commitment to continual professional and personal development.
- Previous experience working in the Aged Care sector is desirable
- Valid Australian working rights.
- Current Flu Vaccination and COVID-19 Vaccinations including Booster is recommended.
- Current Aged Care Specific Police Clearance (or willing to obtain).

The benefits to you:

- A competitive salary with access to salary packaging.
- Opportunity to have a direct positive impact on the lives of elderly people.
- Supportive and friendly team.
- A great workplace culture where all employees are valued.
- Company that encourages a growth mindset.

Warrina Homes is a non-smoking workplace.

If you are passionate about providing excellent service and support in a caring environment, we would love to hear from you!

To apply: Please email recruitment@warrinahomes.com.au and submit a cover letter and resume to be considered. Applications will be assessed on submission and may close prior to 9 May 2025.

We thank all applicants for your interest and advise that only selected applicants will be contacted.