

Receptionist

Position description

Employer	Monash Graduate Association Inc
Level/Classification	HEW1
Employment Type	MGA Graduate Student Casual 5-7 hours per week
Work Location	Caulfield or Clayton campus
Date document created/updated	Feb 2016/ Nov 2024

Organisational context

The Monash Graduate Association Inc. (MGA) is an independent incorporated body that is responsible for, and answerable to, the Monash University graduate community, as represented by the MGA Executive Committee (MGAEC). The MGA is the cross-campus representative body for all graduates enrolled through Monash University and is recognised as such by Monash University in the University's Regulations. Services and support are provided to over 26,000 graduates across the Victorian campuses of Caulfield, Clayton, Parkville and Peninsula as well as numerous off campus locations.

The MGA provides services and support to graduates studying by distance education, as well as off-campus graduates located at the Alfred Hospital complex, Monash Medical Centre and over 40 other government, medical and private organisations within Victoria. The MGA also provides limited support to graduates enrolled through the Monash Malaysia campus.

The MGA runs two full-time offices; the central office located at Clayton campus and a subsidiary office at Caulfield campus. Regular office/advocacy sessions are scheduled for the smaller sites. Services provided to graduates include advice and advocacy, representation, social events, academic support in the form of workshops and seminars, orientation and transition, information dissemination in the form of graduate-specific publications and website, policy development and quality assurance.

The MGAEC is the representative and governing body of the MGA. The Executive Officer of the MGA works closely with the MGA President and reports directly to the MGAEC. The management of all staff and operations of the MGA is the responsibility of the Executive Officer.

Why our staff work with us



Position purpose

This position has been created as part of the MGA's graduate employment program. The position is open only to graduate students currently enrolled at Monash University Australia.

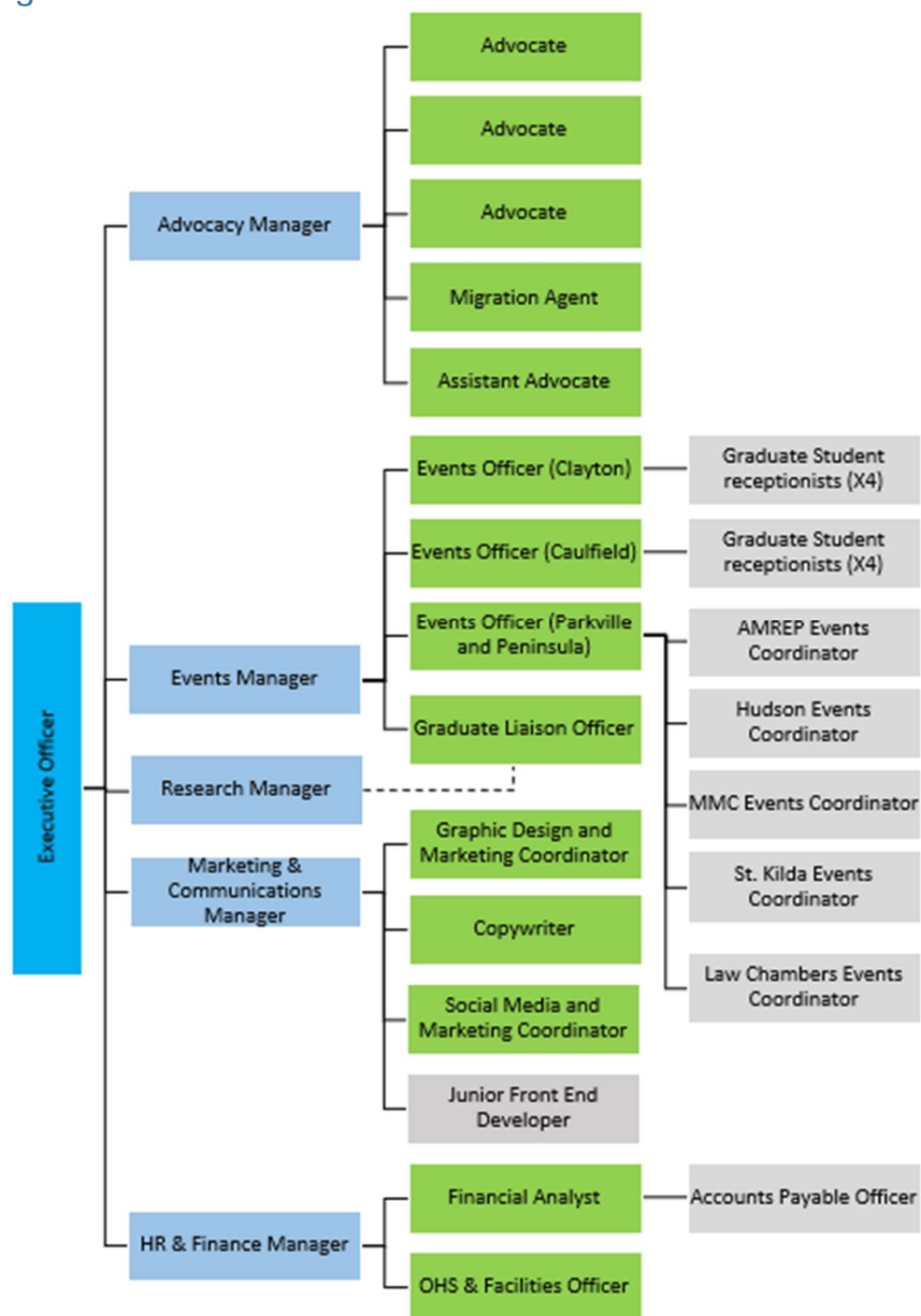
The Receptionist will work under the direction of the Events Officer and will assist with basic office administration and delivery of events.

- **Reporting line:** The Receptionist will report to the Events Officer based at the campus on which they are employed.
- **Level of supervision:** Close supervision or, in the case of more experienced employees working alone, routine supervision. There are no supervisory responsibilities associated with this position.
- **Financial delegation and /or budget responsibilities:** Not applicable.
- **Contribution to UN Sustainable Development Goal Targets:**

- 1.2, 1.4
- 2.1, 2.2
- 3.4
- 4.4
- 8.4
- 10.2
- 12.3, 12.5, 12.8
- 14.1



Staff organisational chart



Version: Nov 2024

Key result areas and responsibility

Reception

- Assist the Events Officer in basic administration of answering inquiries via phone, email and at the MGA reception.
- May provide straightforward information to others on building or service locations.
- Resolve problems where alternatives for the jobholder are limited and the required action is clear or can be readily referred to higher levels.
- Assist the Events Officer in the maintenance of the office space and other MGA spaces such as the student lounge.
- Straightforward manual duties such as the transfer of stock between the office and storage locations.

Events

- Assist the Events Officer in setting up and breaking down of events as instructed.
- Assist with delivery of programs through direction of the Events Officer.
- Assist in stock-take of merchandise and assets.

Selection criteria

Essential

- Understanding of Clayton or Caulfield Campus and student experiences.
- Good communication skills.
- Demonstrated organisational and time management skills.

Other job-related information

- The position is based in the MGA office on either Clayton or Caulfield campus.
- The position is a job-share between five casual staff members, working one day per week each.
- The incumbent may be requested to assist in other areas of MGA service delivery during peak periods.
- Shift availability is dependent on an ability to access the MGA office and may be affected by Public Health Orders, Campus Closure, or other factors preventing access.

Legal compliance

All staff employed by the MGA must be aware of and adhere to state and federal legislation and MGA policy relevant to the duties undertaken including in the areas of: Equal Opportunity; Discrimination; Occupational Health and Safety; Privacy; and Finance.