

UNIVERSITY OF OTAGO
Te Whare Wananga o Otago

JOB DESCRIPTION

JOB TITLE: Receptionist/Administrative Assistant
DEPARTMENT: Dean's Department, Dunedin School of Medicine
DIVISION: Health Sciences

PRIME FUNCTION

Provide reception duties as the first point of contact for students, staff and visitors to the Dean's Department within the Dunedin School of Medicine, and also provide a wide variety of administrative support for the Department.

MAIN OBJECTIVES

- To undertake duties as the main receptionist for the Dean's Department, ensuring all students, staff and visitors are greeted and assisted in a courteous and helpful way.
- To provide administrative support to the Associate Dean of Student Affairs, the Manager of the Student Affairs Office (SAO)/Medical Education Group (MEG), and other staff within the Dean's Department as capacity allows.
- To provide information on policy and procedural issues to medical students in years 2-6 and refer to appropriate colleagues in the Dunedin School of Medicine and Faculty of Medicine, as required.
- To contribute as a positive and proactive team member to the effective operation of the Dean's Department.

KEY TASKS

Reception Duties

Undertake the role of main receptionist for the Dean's Department in a professional manner and perform activities which include, without limitation, the requirement to:

- Act as the first point of contact for the Department. Greet students, staff and visitors in a friendly manner, ascertain the reason for the visit and handle routine enquiries.
- Assess and identify complex matters which require redirection to relevant staff members in the Dean's Department, or elsewhere in the University.
- Manage telephone enquiries and respond with the appropriate information, relaying messages to relevant staff, if required.
- Twice a day, collect mail within the Dean's Department, pick up University mail from the hospital mailroom. Pick up Dean's Department mail and University mail for the hospital and bring back to the Dean's Department for distribution.
- Deal with incorrectly addressed mail – redirect to correct Department/person or return mail to sender.
- Maintain and arrange services for the photocopiers in the Dean's Department.
- Maintain a register of keys for student lockers in the Fraser Building, and manage the allocation of these keys including depositing the bond payment with the Cashier.
- Maintain a register of keys for the Dean's Department and allocate/order keys, as required.
- Undertake any necessary activities to assist with the functioning of the Dean's Department such as room bookings, ordering of catering supplies for tearoom etc.

- Receive and distribute all-Department emails to the Dean's Department via dsm.reception@otago.ac.nz.
- Liaise with Dean's Department Managers/Administrators to ascertain when respective staff are on leave.
- Maintain a database of key University dates.
- Undertake the duties of Deputy Fire warden for the Dean's Department of the Dunedin School of Medicine.
- Assist in the smooth running of the Department with general housekeeping duties, for example: take laundry and recycling out for collection, empty dishwasher and put away dishes each morning, receive goods and sign for them (e.g. stationery, courier parcels), check off packing slips and put away items. Notify respective staff when packages have been delivered (e.g. via courier) by phone or email and ensure their safety until that person arrives (e.g. not leaving items delivered unattended at Reception).
- Manage recycling/destruction bins within the Dean's Department, ensure they are emptied when required.
- Ensure the foyer outside the Colquhoun/Barnett Lecture theatres remains tidy, ensure information on the notice boards is current and remove rubbish if required.
- Order stationery for staff within the Dean's Department and ensure general stationary supplies are stocked at an appropriate level.
- Assist with organising meetings, making travel bookings, arranging functions and other tasks which assist the smooth running of the wider Dean's Department, as required.

Student Affairs Office

Provide comprehensive and confidential administrative support to the Associate Dean and Manager of SAO/MEG which include, without limitation, the requirement to:

- Arrange appointments and maintain the diary for the Associate Dean for Student Affairs, ensuring relevant material is available for each appointment and meeting.
- Type correspondence from handwritten material; produce standard letters for students applying for loans from the Medical Assurance Society.
- Arrange appointments for Medical students with the Associate Dean and/or Dean.
- Provide information to all medical students on various University of Otago and Faculty of Medicine policies and procedures.
- Collect and distribute mail to medical student mailboxes. Ensure student mailboxes are cleared at the end of each semester.
- Manage the Student Affairs filing to ensure an efficient and up-to-date filing system. Ensure all student personal files and Student Affairs correspondence are effectively maintained. Annually remove sixth year graduate files and archive; create files for new second year students. Send fourth year student files to other clinical schools and ensure relevant information is supplied with these files by the Associate Dean of Student Affairs, Years 2 and 3, e.g. student problems.
- Field enquiries about leave and advise students when it is necessary to complete a leave form; direct students to the appropriate administrators, i.e. Years 2 and 3, Years 4 and 5 and Year 6; make appointments for students seeking approval for extended periods of leave; ensure information about leave is distributed to the appropriate administrative staff.
- Receive and collate PASAF (Professional Attitudes and Summary of Achievement Form) forms for Years 4 to 6 in preparation for Student Progress Committee meetings.
- Monitor the Faculty of Medicine Records Electronic Delivery database (FRED) and notify the appropriate IT person of any problems.
- Assist with collating, copying and distribution of information packs at Orientation sessions for Years 2 to 6; collect completed forms and follow-up on students who were absent from orientation sessions, ensure all forms for all years are completed and filed appropriately.

- Assist the Manager of SAO/MEG with the administration of Class Division and BMedSc (Hons) applications by creating spreadsheets using Excel.
- Assist the Manager of SAO/MEG in organising the 5th Year Class Dinner, Trainee Intern Farewell Graduation Dinner and Graduation Ball including receiving of money and arranging banking with Otago University Medical Students Association (OUMSA).
- Replenish supplies (tea/coffee) in the Trainee Intern Room and Med 2 – 5 Student Common Room/Computer Room in the Fraser Building.
- Assist the Manager of SAO/MEG with all other duties pertaining to the Student Affairs/MEG Office as and when required, including assisting with the daily running of the office when any staff are absent.

RELATIONSHIPS

Directly responsible to:	Manager, Student Affairs Office/Medical Education Group, Dunedin School of Medicine.
Supervision of:	N/A
Functional relationships with:	All Staff in the Dean's Department of the Dunedin School of Medicine Health Research Office Staff All Dunedin-based medical students from Years 2 to 6 Office of the Associate Dean, Academic, Early Learning in Medicine (ELM): Director, ELM, Administrators, ELM Academic staff of the School General Staff of the School Faculty of Medicine staff University of Otago, Christchurch and Wellington staff, Health Sciences Divisional Office Other University staff Staff working at Dunedin Hospital. The general public

BUDGETARY RESPONSIBILITY

Nil.

EXPECTED OUTCOMES

- Receptionist duties are undertaken in an efficient, professional and courteous manner which enhances the reputation of the School, the Health Sciences Division and the University.
- All clerical and administrative work is carried out within expected time frames, using discretion and maintaining confidentiality.
- Enquiries are actioned appropriately and information provided to students, staff and visitors is accurate and timely.
- Establishes and maintains effective working relationships, and actively contributes to a supportive team environment.

PERSON SPECIFICATION

- Minimum 3-5 years previous work experience in a related environment is desirable, but not essential.
- Ability to maintain strict confidentiality at all times.
- Sound working knowledge of a variety of computer software e.g. word processing, spreadsheets, in particular Excel and databases.
- Accuracy, thoroughness and attention to detail.
- Professional manner and presentation.
- Ability to learn new skills and work in a changing environment.
- Strong verbal and written skills; proven literacy and numeracy skills.
- Ability to work as a part of a small team and maintain co-operative working relationships.
- Ability to think logically and apply initiative in the working environment.
- Ability to prioritise tasks and meet deadlines.
- Strong interpersonal skills, with the ability to interact effectively with people from a variety of cultural backgrounds.
- Able to demonstrate empathy and understanding to visitors, staff and students.
- Proven ability to effectively manage own workload and is able to cope effectively with conflicting priorities
- Previous experience in a tertiary environment would be advantageous.