

Position Description

Reception & Client Services Officer

Position	Reception & Client Services Officer
Team	Operations
Role Classification	SCHADS Level 3
MARAM Tier Level	Tier 4
Employment Type	Full time, 12 Month Contract
Hours	38 hrs per week
Location	Frankston and Sandringham- Bunurong Land <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Lead Reception & Client Services Officer
Effective Date	March 2026

Overview of Program

Family Life has been working with vulnerable children, families and communities since 1970. We strive to develop innovative solutions to achieve our vision of capable communities, strong families and thriving children. We are proudly purpose-driven, independent and not for profit. We are known for our innovation, impact and whole-of-community collective impact approach. Our teams are committed to transforming the lives of our clients and communities to build resilience and healthy relationships.

The Operations & Client Services Team is an interface between the Corporate Support and Client Services branches of the organisation. This highly visible and busy team is the face of the organisation and is pivotal in providing exceptional support services to internal and external stakeholders while ensuring the smooth day to day running of Family Life.

Position Objective

The Reception & Client Services Officers are pivotal in providing high quality customer service to clients while ensuring safe, effective person centred care for every client every time. In addition to excellent client service, this role is responsible for supporting the smooth day to day running of the offices and creating a warm, welcoming and inviting presence across sites.

The Reception & Client Services team provides front of house support to all staff, volunteers, clients and visitors to the organisation while looking after the property, fleet and general operational systems.

Key Responsibilities

The key responsibilities include but are not limited to:

- Acting as a triage point for referrals into Family Life - ensuring timely, accurate and quality digital information documentation related to all clients contact and escalating appropriately where required
- Prioritising the appropriate handling of sensitive information and maintain confidential data integrity at all times in line with Family Life's privacy policy
- Providing high quality customer service and information about Family Life Services to potential clients and community members while ensuring safe, effective person centred care for every person every time
- Performing general reception duties; greeting clients and visitors, answering phones, processing client payments, managing visitor logs and check ins, appointment booking coordination, processing mail and open/close procedures and general administrative and clerical duties
- Providing basic office management and operational system support for colleagues, including calendar management, phone systems, vehicle bookings and desk bookings, duress alarm testing, etc
- Supporting onboarding and offboarding of staff - operational asset and system access management
- Creating a warm, welcoming and inviting front office environment for all who attend Family Life sites

- Being a First Aid Officer and taking reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and Family Life's occupational health and safety (OHS) policies and procedures.
- Additional tasks and duties as required in line with the role.

Key Selection Criteria

1. Certificate III or higher in community services, customer service/engagement, business services or related discipline or equivalent experience
2. Demonstrated ability to provide high quality, professional customer service in a busy and complex environment
3. Excellent organisational and time management skills, ability to effectively prioritise
4. Ability to work autonomously, takes initiative and knows when to ask for direction
5. Strong and clear communication skills, both verbal and written; proactively provides follow up as needed and is able to communicate sensitively and effectively
6. Excellent administration skills with high attention to detail and commitment to continual improvement of processes and procedures
7. Ability to work under pressure and perform in a changing environment
8. Demonstrated ability to relate well to and build positive relationships with staff and clients, including those from diverse social and cultural background
9. Enthusiastic with a positive, can-do attitude and commitment to the Family Life Way.
10. Strong information technology skills and ability to learn new software. Experience with Microsoft Office, Google G Suite, appointment booking software and CRMs will be looked upon favourably.
11. A full current drivers licence.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites; therefore, it is essential that all employees hold a current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.