



## JOB AND PERSON SPECIFICATION

<b>Position:</b>	Receptionist
<b>Reports To:</b>	Office Manager
<b>Award/Classification:</b>	SCHADS Level 2
<b>Employment Status:</b>	Permanent, full-time

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### **Kokatha Vision**

Kokatha's vision is to improve the lives of Kokatha people.

By building a strong economic base, the Kokatha group is providing long term independence for Kokatha people by providing employment, education and enterprises opportunities, career pathways and self-development for current and future generations.

### **Kokatha People**

The Kokatha People are the Traditional Owners of a large area of land in the northern region of South Australia, estimated to extend over 140,000 square kilometres. Traditionally the Kokatha people have been associated with the land that is to the north of Port Augusta, stretching from Lake Torrens in the east to the Gawler Ranges in the West. This includes the land surrounding BHP's Olympic Dam operation near Roxby Downs and the copper-gold project at Carrapateena.

### **Kokatha Aboriginal Corporation (KAC)**

The Kokatha People decided to form the Kokatha Aboriginal Corporation (KAC) RNTBC in 2014 to be the Prescribed Body Corporate and to become the Registered Native Title Body Corporate for the determined areas pursuant to section 57(2) of the Native Title Act 1993 (Cth) and to hold on trust the native title rights and interests of the Common Law Holders. In 2021 KAC was appointed as the Recognised Aboriginal Representative Body (RARB) for its native title determination area under Part 2B of the Aboriginal Heritage Act 1988 (SA). As per the [KAC Rule Book](#), KAC exists to protect and manage the native title rights, cultural heritage, and interests of the Kokatha people to promote their social, economic and cultural wellbeing.

### **Primary Purpose of the Position**

The Receptionist is the first point of contact for the Kokatha Aboriginal Corporation, providing a professional and welcoming presence for visitors and callers. In addition to managing reception duties, this role supports current and prospective Kokatha Members with general enquiries and assists with administrative tasks related to the membership and trust distribution processes.

## **Job Description**

### **Receptionist Duties**

- Provide a professional and welcoming first impression for visitors and callers.
- Answer, screen, and direct incoming calls; take messages when necessary and ensure follow-up.
- Manage incoming and outgoing mail, emails, and general correspondence.
- Maintain filing systems, both electronic and paper-based.
- General administrative tasks such as photocopying, scanning, and ordering office supplies.
- Ensure the reception area is clean and presentable at all times.
- Assist with booking appointments and coordinating meeting rooms as needed.

### **Member Services Support**

- Assist with enquiries from current and prospective members.
- Support Trusts and Member Services staff with membership applications, notifications, and other correspondence.
- Maintain the Member Register, including database updates and record keeping.
- Provide general support for Member Service initiatives aimed at enhancing members' access to KAC resources.

### **Trust Distribution Support**

- Assist Members with enquiries regarding funding assistance, including initial eligibility checks.
- Help Members prepare applications for trust distributions in line with defined funding parameters and criteria.
- Provide Members with timely updates on the progress and outcomes of their applications.
- Ensure accurate data entry and maintenance of records for individual member applications.
- Assist with financial administration tasks, including processing payments and reconciling transactions as required.

## **Person Specification**

### **Essential:**

- Proven experience in a receptionist, administrative, or customer service role.
- Strong interpersonal skills with the ability to communicate effectively with a wide range of stakeholders.
- High level of professionalism, confidentiality, and attention to detail.
- Excellent verbal and written communication skills.
- Strong computer literacy, including proficiency with Microsoft Office applications.
- Ability to balance multiple tasks and prioritise effectively.

### **Desirable:**

- Relevant qualifications in Business Administration or a related field.
- Experience working in a community service setting, particularly with Indigenous communities.

### **Licences & Clearances**

- Current valid driver's licence (essential).
- National police clearance and other required clearances (essential).