

POSITION DESCRIPTION

Business Support

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.



POSITION DESCRIPTION

Title	Reception and Business Administrator	Location	Australia
Report to	Head of Service Operations	Direct report(s)	None

The purpose of this role

To provide reception and administrative support to Managed Services – Workforce Solutions business, ensuring tasks are completed accurately, efficiently, and within required timeframes, with a strong focus on delivering an exceptional customer experience.

The role contributes to the smooth day-to-day operation of the business by coordinating office activities, maintaining business records, supporting financial and operational processes, and providing administrative assistance across multiple teams. Through strong organisation, communication, and attention to detail, the Reception & Business Administrator helps create a productive, professional, and customer-focused workplace while supporting the achievement of business objectives.

The key accountabilities of the role

- Provide accurate organised and efficient administrative support
- Maintaining high levels of customer service whilst answering, screening and forwarding incoming phone calls
- Effectively handling queries and complaints via phone, email and general correspondence
- Create and maintain process documents relative to the reception and admin function
- Maintaining customer records on internal systems
- Managing office services and supplies such as cleaners, stationery, equipment and furniture

The key responsibilities of the role

- Deliver admin support to ensure the effective operation of the ReadyPay Business Unit.
- Respond efficiently to customer enquiries and calls, in a timely and professional manner including redirecting calls to the relevant owner area or taking clear concise messages
- Highlight trends or issues identified with customers either by phone or salesforce to management
- Prepare reports as required by Management
- Manage Mail and Courier services
- Bank files processing and reconciliation correctly and timely each day



- Create and update process documents related to Reception and Admin Support that are clear concise and readily available to the wider business team if required
- Meet SLA's as defined by your Leader
- Build and manage superior relationships with clients and have a proactive approach to delighting our customers
- Assist with Ad-hoc data entry or tasks as required including end of financial year and client exit processed.
- Participating in the running of the office including the maintenance of the kitchen, purchasing office supplies, catering, and organising activities which contribute building the culture of WFS
- Identify and contribute to continuous process improvement strategies, including the maintenance of procedure documents, checklists and other support documents
- Actively take ownership of your own Learning and Development plan, attend and participate in internal training. Utilise the learnings to ensure you are competent in the core skills as defined by your leader
- Manage the unassigned queues in Salesforce ensuring cases are identified, classified and assigned correctly and within SLA.
- Share knowledge and collaborate with other Teams / Team Members to promote best practice and consistency both internally and for our customers
- Other duties or projects as required
- Adhering to Company Assurance program ISO27001
- Demonstrate and model the Readytech values

The ideal candidate will have these:

1. Skills & requirements

- Outstanding phone manner and communication skills
- Exceptional Customer Service and people skills
- Attention to detail
- Strong Interpersonal skills
- Be a team player, yet have the ability to work autonomously
- Strong time management prioritisation skill
- Ability to effectively multitask
- Be a critical thinker
- Be organised with
- Proven ability to work in a fast paced environment



2. Knowledge

- Salesforce
- Microsoft Office Programs
- Reception procedures and processes

3. Experience

- Demonstrated experience in Office Administration/Reception
 - Proficient Knowledge in managing multiple phone lines
 - Experience with a CRM
 - Using Microsoft Office Suite
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