



Position Description – Guest Services Agent

Position Details

Position Title:	Guest Services Agent
College/Portfolio:	Operations
School/Group:	Property Services
Campus Location:	Based at the City campus, however may be required to work and/or be based at other campuses of the University.
Classification:	HEW 4
Employment Type:	Fixed Term until December 2025
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

Property Services

Property Services is located in the Operations Portfolio which is the services nucleus of RMIT and the focus for the development of the finance, people development infrastructure and systems that provide administrative capacity to the University.

Property Services has approximately 110 staff and has the responsibility to operate, maintain and enhance the buildings owned and leased by RMIT University, oversee construction projects and ensure the provision of physical facilities services.

The Group has an operating budget in excess of \$40M and prospective capital projects of over \$100M per annum for the next few years in Melbourne and Vietnam. RMIT's built environment involves approximately 110 buildings in Melbourne spread across all of RMIT's campuses and sites.

Property Services consists of the following branches:

- Real Estate Services
- Facilities and Asset Management
- Capital Works
- Campus Planning and Services
- Reporting & Compliance

For more information please visit: www.rmit.edu.au/propertyservices

Position Summary

The position of Guest Services Agent provides a professional high level of customer service for visitors and building occupants, where you will welcome and induct new staff and guests into the workplace. The role is critical to the smooth operation of the building they are assigned to, including the reinforcement of workplace behaviours as an agile work ambassador and ensuring workplace equipment and meeting rooms are functional, and available for use.

Reporting Line

Reports to: Workplace Manager

Direct reports: None

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Welcoming all visitors and guests arriving into the building.
- Handle visitor requests, inquiries and complaints effectively and efficiently.
- Answer incoming calls, provide information.
- Promptly notify relevant staff member on guest arrival and provide assistance if required.
- Handle mail deliveries, lost property, storage locker keys.
- Log IT and Property maintenance jobs as necessary
- General admin duties and / or event support.
- Act as a brand ambassador for the building.
- Employee, Guest, client and contractor management including induction.
- Access control coordination with Security and locker allocation and updating permission groups.
- Meeting room and event administration including room set up, ie moving equipment.
- Facilities administration and notifications in coordination with Property Services.
- General support for the Office of the Vice-Chancellor, where required.
- Be a Jack or Jill of all trades, juggle balls and swipe left and right, doing it all with a smile.

Key Selection Criteria

1. Excellent interpersonal communication skills.
2. Intermediate written, analytical and problem solving skills.
3. Be engaged and constantly aware of the guest environment, proactively offering friendly and helpful assistance to all stakeholders, both building occupants and visitors.
4. Proven knowledge and experience in reception, and office administration procedures.
5. Positive and ‘can do’ customer service oriented approach.
6. Team player, with empathy and understanding of working with different people.
7. Demonstrate the ability to operate standard office equipment (copiers, scanners, meeting room equipment).
8. Have good organisation and time management skills
9. Intermediate skills MS Outlook and Office suite and confidence in basic technology troubleshooting

Qualifications

- Associate Diploma level qualifications with relevant work experience or equivalent level of expertise gained through relevant experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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