

**YORTA YORTA NATION ABORIGINAL CORPORATION
POSITION DESCRIPTION
RECEPTIONIST/ADMINISTRATION ASSISTANT**

POSITION TITLE:	Receptionist/Administration Assistant
REPORTS TO:	HR Manager
CONTRACT TYPE:	Full-Time, Ongoing
DIRECT REPORTS:	Nil
AWARD:	Clerks—Private Sector Award 2020
PRIMARY LOCATION:	Shepparton Office
DATE/REVISION DATE:	October 2025/October 2026

POSITION SCOPE:

The Receptionist/Administration Assistant provides a range of reception and clerical roles for Yorta Yorta Naton Aboriginal Corporation.

The Receptionist/Administrative Assistant provides quality customer service and administrative support to the work area to assist in meeting the organisations objectives, ensuring compliance with organisational policies, processes and procedures, audit and statutory requirements.

ORGANISATIONAL VISION:

‘Learning from the past to build on Yorta Yorta’s future’

ORGANISATIONAL VALUES:

- **Professional Integrity**
We treat all our people with dignity and respect
- **Quality**
We will always strive to do our best and improve the way we do things
- **Responsibility**
We commit to the actions we take to achieve the best possible outcome for our people.

KEY ACCOUNTABILITIES/RESPONSIBILITIES

This role is responsible for, but not limited to, the following accountabilities in line with the organisation's strategic plan. Accountabilities may change at any time, subject to business needs.

General

Day to Day operations

- Be courteous and have a respectful telephone manner.

- Be courteous and have a respectful welcoming manner to visitors
- Answer phones and direct all incoming calls to appropriate party promptly and efficiently.
- Keep stationary, IT and staff amenity needs up to date and assist with kitchen and meeting room presentation and tidiness
- Make appointments/ bookings as required
- Maintain an electronic filing system
- Maintain quality information resources for visitors and guests
- Maintain contact lists
- Run reasonable errands as requested
- Other duties as required

PERSON SPECIFICATION

The appointee should possess the following:

- An ability to communicate effectively with the Aboriginal Community and especially Yorta Yorta Elders and handle issues in a sensitive manner.
- Proven ability to work efficiently under pressure by prioritising tasks, using initiative and being well organised.
- Work in a dynamic environment and multi-task as required.

KEY SELECTION CRITERIA:

- Working knowledge of Microsoft Office applications
- Previous work within a similar Aboriginal organisation (desirable)
- Personal qualities of integrity, loyalty, trustworthiness, absolute discretion and confidentiality.

RELEVANT INFORMATION:

- Commitment to equal opportunity principles and occupational health and safety requirements.
- All positions with YYNAC require a negative Drug and Alcohol Test, Police Check and Working with Childrens Check to be submitted prior to commencement of employment.
- Disclosure of any pre-existing illness or injury which could be affected by the position duties.

MORE ABOUT THE CORPORATION:

Yorta Yorta Nation Aboriginal Corporation (YYNAC) was formed in 1998 to represent the rights and interests of the Yorta Yorta Nation and its members. Integral to acquiring these rights was the appointment of YYNAC as a RAP with defined legislative functions in 2007, following commencement of the Aboriginal Heritage Act 2006 (Vic) and the subsequent signing in 2010 of the YYNAC Co-Management Agreement with the State of Victoria.

YYNAC is governed by a Board of Directors of 7 Yorta Yorta People elected at the YYNAC Annual Meetings. The YYNAC membership is by connection to Yorta Yorta Apical Ancestors who are represented through 16 Family Groups. The Yorta Yorta Council of Elders (COE) comprises membership from the 16 Family Groups and are responsible for protecting and promoting the interests of Yorta Yorta Nation. The COE has responsibility for decision making on applications for activities proposed on our Country. They are the Knowledge Keepers for our tangible and intangible heritage and culture, including

with respect to the return of our Ancestral Remains and cultural objects on behalf of the Yorta Yorta Nation.

Yorta Yorta traditional Country covers a wide area in New South Wales and Victoria and is subject respectively to state and commonwealth legislative processes, including the Victorian Aboriginal Heritage Act 2006 (the Act).

The role of YYNAC includes to protect and manage the cultural rights and interests, support and advancement of the aspirations of Yorta Yorta People as outlined in the Yorta Yorta Whole of Country Plan 2021-2030 and YYNAC Strategic Plan.

