



The GEO Group Australia Pty Ltd.

POSITION DESCRIPTION

Position Title	ASO SWITCHBOARD
Reference Number	PD059
Department	FINANCE & ADMINISTRATION
Position Reports To	FINANCE & ADMINISTRATION MANAGER
Positions Reporting To This Role	NIL
Work Location And Travel	This position is located at Junee Correctional Centre on Park Lane, Junee, NSW 2663.
Operating Environment	<p>Junee Correctional Centre is located in Junee, New South Wales, 40 kilometres north-east of Wagga Wagga.</p> <p>Junee has been continually managed by GEO on behalf of Corrective Services NSW since opening in 1993. It is New South Wales' largest regional correctional centre.</p> <p>Junee's primary role is to safely and securely house up to 853 adult prisoners and progress their sentence plans by delivering a comprehensive range of education, vocational training, reintegration and offending behaviour programs. Together, these lower a prisoner's risk of reoffending and increase the likelihood of successful community reintegration.</p> <p>The team at Junee achieves exceptionally high levels of prisoner engagement with its responsive interventions. This includes developing strategies that encourage and enable previously-marginalised prisoner groups such as Indigenous Australians and the chronically ill to participate.</p>
Position Summary	Ensure that all calls to the Centre are answered in a professional and courteous manner in line with The GEO Group Australia Operational Philosophy.

Key Accountabilities

- Assists ASO Mail with screening and sorting of incoming inmate mail.
- Answer all incoming telephone calls in a professional and courteous manner. When requested only provide first name contact detail to ensure security and confidentiality.
- Updating of internal telephone listings.
- Ordering of inmate's newspapers and magazines and distribution to the units.
- Performs other related duties as assigned by the Finance & Administration Manager.
- Be cognisant of 'purpose and place' when undertaking all duties.
- Cooperate with the employer's efforts to comply with the requirements of the WHS Act 2011. Accept responsibility for the health, safety and welfare of subordinates, inmates, contractors and visitors under the employee's supervision. Comply with the employer's policy and procedures enabling compliance with the WHS Act 2011.
- Cooperate with the GEO Group Australia's efforts to establish, maintain and continuously improve the GEO Environmental Management System in accordance with the requirements ISO 14001, the GEO Quality Management System in accordance with the requirements of ISO 9001 and the integration of these systems. These GEO systems are based on best practice standards and where appropriate are also fully accredited.
- Ensure compliance with all Company Policies and Procedures and the Governance, Risk and Compliance Manual.

Key Selection Criteria:

- Experience in operating a switchboard.
- Demonstrated customer service skills.
- Friendly, approachable and courteous.
- Experience with a variety of computer applications including spreadsheets and word processing.
- Proven written and oral communication skills.

Other Requirements of the Role

- Ability to work within a correctional setting, which will involve direct contact with prisoners.
 - Valid and current full Australian driver's licence.
 - Satisfactory completion of a National Criminal History Check.
 - Ability to obtain and maintain a security clearance.
 - Work outside of ordinary business hours may be required on occasion.
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Employee Acceptance

I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive.

I have read, understood and accepted the above position description and associated attachments.

NAME	SIGNATURE	DATE

Master copy lodged with HO (SMT only)

Master copy lodged with department monitor