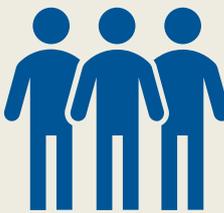


## Position Details

# Reception and Administration Officer

 <p>Mackay</p>	 <p>Full-time \$65,000 - \$74,000 p.a.</p>	 <p>Corporate Services</p>	<h2>ABOUT US</h2>
---	---	--	-------------------

Reef Catchments is the Natural Resource Management (NRM) organisation for the Mackay Whitsunday Isaac region. We facilitate change and work for long-term solutions to sustain, protect, and improve our region's natural resources and environment, both now and into the future.

Our team are skilled and outcome-focused people who are all dedicated and motivated to facilitate positive change in the Mackay Whitsunday Isaac region. We do this through listening, respecting and connecting with landholders, industry, first nations people and the community. Our local connections and insights are enhanced by an ongoing commitment to embracing new technologies and adapting to evolving standards.

## Position Overview

We are seeking a dedicated and self-motivated Reception and Administration Officer to join our Corporate Services team.

This is a full-time, office-based role supporting the day-to-day operations of the Mackay office. The position combines front-of-house reception duties with general corporate administration, providing practical and professional support across the organisation.

The role is suited to an experienced administrator who enjoys variety, takes pride in maintaining well-organised systems, and is comfortable working in a structured support position.

Key responsibilities include, but are not limited to:

### Front Office and Reception

- Provide professional front office and reception services, acting as the organisation's first point of contact for visitors, clients, and stakeholders.
- Manage incoming and outgoing mail, deliveries, reception phone lines (both RCL and CS), and visitor sign-in procedures. Oversee meeting room bookings, setup, preparation, and post meeting reset, including supporting AV and equipment needs.

### Corporate Administration Support

- Support accounts administration processes such as purchase orders and invoice processing and credit card reconciliations.
- Support Board and staff meeting administration, including agendas and minutes when required

- Support internal staff events, small functions, and external events; lead event logistics including catering, venue booking, setup, registration, and Eventbrite administration.
- Assist with office supplies, maintenance coordination and fleet administration
- Support Human Resources with onboarding and administrative tasks as required
- Maintain key registers, asset registers, and ensure organisational records are up to date and accurate.
- Assist with diary coordination, travel arrangements and meeting logistics for the Chief Executive Officer and senior leadership team.

## About You

We are seeking a self-motivated, and team-oriented professional, as this role requires adaptability, initiative, and a willingness to support a wide range of administrative tasks across the organisation. You will bring outstanding interpersonal and communication skills, with the ability to build positive working relationships at all levels.

You are a dependable and organised administrator with at least two years of experience in office administration or reception.

You will demonstrate:

- Strong attention to detail and time management skills
- Professional communication skills when dealing with stakeholders at all levels
- Ability to manage multiple tasks while maintaining accuracy and consistency self-motivation and problem solving

Basic accounts administration experience is desirable but not essential.

## About Reef Catchments – Who we are

Reef Catchments are the not-for-profit, non-government natural resource management (NRM) organisation for the Mackay Whitsunday Isaac region. We facilitate change and work for long-term solutions to sustain, protect, and improve our region's natural resources and environment, both now and into the future.

[Read more on our Vision and Values here](#)

This role provides a rewarding professional career path and considerable work/life balance benefits. We offer a flexible and positive work environment, with an opportunity to enhance and build your skills and experience.

[Read more on why you'll love working with us](#)

### Benefits of working with us

- Professional development opportunities
- Career progression and succession planning
- 5 weeks annual leave
- Team building activities
- Wellness incentives
- Supportive and collaborative team culture
- Opportunity to learn and develop skills across Accounts and Human Resources

To learn more about the benefits of working for Reef Catchments, please visit the website:  
<https://reefcatchments.com.au/careers/>

## Selection Criteria

- At least 2 years' experience in office administration or reception/support roles, demonstrating reliability and consistency in delivering quality work.
- Good working knowledge of Microsoft Office applications, including Outlook, Word, Excel, Teams, OneDrive and SharePoint.
- Ability to organise and complete tasks accurately while maintaining strong attention to detail.
- Good time management and organisational skills, with the ability to prioritise workload and meet deadlines.
- Professional interpersonal and communication skills, both written and verbal.
- Ability to work both independently and as part of a team in a supportive office environment.
- Current and valid Driver's Licence.

## Desirable but not essential

- Basic Accounts or Human Resources administration experience.
- Previous personal assistant experience or executive support.

## How to Apply

*To apply for this position, please submit:*

- A Cover Letter addressing the
  - Selection Criteria
  - About you section
- Your current Resume

*For further information, please contact Human Resources on (07) 4968 4200 or email [careers@reefcatchments.com](mailto:careers@reefcatchments.com)*

*Please forward your application to [careers@reefcatchments.com](mailto:careers@reefcatchments.com) by 5pm Sunday 22 March 2026.*

*We are looking to fill this role as soon as possible and will be reviewing and interviewing applications as they arrive. So don't delay, apply today!*