

Receptionist

POSITION DESCRIPTION

POSITION: Receptionist

ORGANISATIONAL UNIT: Administration

POSITION STATUS: Casual

CLASSIFICATION: Business Support Services

POSITION OVERVIEW:

The Receptionist position is the first point of contact for all parents, visitors and contractors to the School. Through effective, efficient and adaptable work practices and excellent interpersonal communication skills, this administrative support role will deliver an excellent level of customer service to all stakeholders either in person, by phone or by email. This position is responsible for:

- Providing a warm, welcoming face of the school to students, staff, parents and members of the public;
- Liaise with all members of the school community and the general public maintaining a high degree of confidentiality;
- Work as a willing, supportive and productive member of the office team;
- Provide the office team with a degree of clerical competence and skill which includes the ability to operate relevant office equipment as well as familiarity with general office procedure; and
- Provide staff and members of the school community, with general clerical support which is efficient, accurate and prioritised appropriately.

KEY DUTIES & TASKS

1. Reception

- Responsible for reception of students, parents, staff and members of the general public and associated tasks;
- Respond to all general enquiries from students, parents and the general public;
- Receipt all monies received; prepare banking on a daily basis, bank proceeds daily and maintenance of relevant records;
- Distribution of messages, etc. to teachers throughout the day (am/pm);
- Communicate effectively with key stakeholders, prioritising tasks effectively, ensuring completion in a timely manner;
- Ensure delivery of a high-level reception and administration service;
- Manage room bookings diary; and
- Maintain cleanliness of reception area.

2. Switchboard

- Responsible for the efficient operation of the school switchboard;
- Ensure incoming calls / enquiries are referred to the appropriate members of staff;
- Educate staff with use of the telephone system and attend to any maintenance requests; and
- Ensure answering machine is turned on of an evening.

3. Student Records

- Maintain record of students who arrive late, leave for appointments, etc.



4. General Office Administration

- Attend to general photocopying and collating tasks as requested;
- Maintain bus booking sheets, including late bus;
- Distribute incoming facsimiles and send outgoing facsimiles as requested;
- Filing;
- Place stationery orders for administration office as required; and
- Preparation of daily outgoing Mail and distribution of incoming Mail.

5. Managing Self & Professional Skills

- Manage own behaviour in accordance with the Staff Code of Conduct;
- Adhere to and comply with Child Safe Standards regulations and Child Safe Code of Conduct;
- Adhere to and comply with all WHS policies, procedures and relevant legislation;
- Comply with legal, regulatory, ethical, environmental and social responsibilities and requirements; and
- Manage own development and professional learning relative to this position.

6. Working with People

- Contribute as a proactive and effective member of a vibrant professional services team, whose activities integrate and promote the organisation's values; and
- Participate in meetings in an active & constructive manner.

7. Other duties

- The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

ORGANISATIONAL RELATIONSHIPS

- **Reporting directly to:** Director of Administration
- **Direct reports to this position:** n/a
- **Internal Relationships:** All staff
- **External Relationships:** students, parents, general public

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The incumbent will possess efficient knowledge and skill to provide independent customer service; and
- Significant discretion and independent judgement are required with constraints set by the Assistant to the School Principal and/ or Principal; and
- Exercise the highest degree of confidentiality, discretion, patience, tact and diplomacy at all times.

KEY SELECTION CRITERIA

Qualifications/Licences

- Certificate in Office Administration and/or Administration;
- First Aid Certificate (desirable, or willing to obtain);
- Working with Children Check (employment card); and
- Australian drivers' licence.

Demonstrated Experience and Skills

- Demonstrated experience in receptionist and/or administration positions;
- Outstanding and effective interpersonal and communication skills – both written and verbal;
- Ability to prioritise tasks and issues to manage and meet strict deadlines;
- Advances skills in the use of the Microsoft Office Suite and Google applications with the willingness and desire to adapt to new programs and applications;



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- Ability to work collaboratively, establishing rapport and maintain effective working relationships with stakeholders across the school; and
 - Experience in similar position within education environment desirable.

AUTHORISATION

Approved: _____

Date: _____

Debra Ogston
Principal

I, _____ have read and agree to abide by the requirements of
this position description.

Signed: _____ Date: _____