



POSITION DESCRIPTION

Title: Student Services Reception – Part time

Reports to: Business Manager

Date: 2021

Reflecting the ideals and values of FCJ education, Genazzano aims to promote the spiritual, moral and intellectual formation of its students so that they develop into Catholic women of faith, strength, ability and knowledge to provide leadership in the broader community. The Vision and Mission Statement describes the Genazzano graduate as a young woman with a passion for life, a love of learning and the courage and confidence to serve others. It also identifies an excellent academic program, a quality religious education, an intensive co-curriculum and an active engagement with issues of social justice as the means by which this vision can be achieved.

The Student Services Receptionist will demonstrate a commitment to the values, mission and vision of Genazzano FCJ College, as well as the skills and knowledge to facilitate their achievement.

Genazzano FCJ College promotes the safety, wellbeing and inclusion of all children and young people.

KEY RESPONSIBILITIES

- To ensure that Student Services Reception is operated in a professional, positive and efficient manner
- To be highly customer service oriented with excellent communication and interpersonal skills, with an awareness of students and their needs
- To be a welcoming face and voice of the College for current and potential students, as well as various stakeholders
- To ensure all visitors to the College follow the sign-in procedures and are provided with the appropriate literature

KEY COMPETENCIES

- To manage the student reception area, provide customer service and administrative assistance effectively and efficiently to students and their families, staff, suppliers and visitors to the College; whilst ensuring internal and external stakeholders (e.g. students, parents, visitors and staff) are greeted in a prompt, professional and friendly manner both in person and in telephone calls.
- Accurately channel all enquires through the appropriate department in a timely manner
- To process the daily student absences
- To process late arrivals and early departures on a daily basis, and communicating to key teacher as required
- To assist the College Nurse as required
- Distribution of student locks
- Maintain student files
- Other duties as requested by the Business Manager or a member of the College Executive Team

KEY SELECTION CRITERIA

- School experience preferred
- High quality of secretarial/administrative skills, customer service and able to multi-task
- Excellent interpersonal skills, a friendly and professional manner and excellent presentation

- Ability to handle all situations with friendliness, responsiveness and tact
- Level Two First Aid, or a willingness to undertake the training outside work hours
- An ability to work in a team, while also being capable of working independently
- To be conscientious, reliable and flexible, plus be adaptive to change
- Effective computer skills, including MS Office and database entry and management
- Proof-reading skills

ADDITIONAL INFORMATION

- Hours of work will generally be from Monday to Friday, 3.00pm to 5.00pm. Additional hours may be required as requested by the Business Manager e.g. after school meetings
- The Student Services Receptionist is a member of the Administration Team
- Remuneration is in accordance with Victorian Catholic Education Multi Enterprise Agreement 2018
- Must be able to provide a satisfactory Working with Children Check and National Criminal Record Certificate