

## College Receptionist

### OVERVIEW

Staff at St Columba's College are called to be co-workers in the ecclesial mission of witnessing and proclaiming God's reign.

Office Administration roles are critical to the effective operation of St Columba's College. They provide the necessary support and infrastructure for the core educational mission of the College to be achieved. By their very nature, these roles are highly complex, involving periods of sustained independent work, as well as frequent and varied contact with all members of the College community. As a result, these roles demand flexibility and the ability to work in a highly collaborative and supportive way with all other members of the Office Administration team. Furthermore, it is expected that each member of the Office Administration Team will respect and actively protect, the confidentiality, sensitivities and privacy of those persons and matters with which they deal.

They are required in their daily duties to act at all times, in all ways consistent with the values and qualities embodied in the charism of the Sisters of Charity, and expressed in the College Mission Statement.

### PRIMARY OBJECTIVE OF THE ROLE

The College Receptionist has the responsibility of being the first port of call for all visitors and contractors to the College. The primary objective is to ensure all guests are warmly welcomed and assisted, promptly, effectively and within the expectations of the College.

The Front Receptionist will ensure that all incoming calls to the College are dealt with in a professional and efficient manner that reflects a high standard of customer service.

### Major Areas of Responsibility

The College Receptionist will:

- I Meet and greet all visitors to the College
- II Undertake a varied range of administrative duties
- III Give administration support to the Administration Coordinator
- IV Liaise with College staff and community

### STATEMENT OF DUTIES

The following duties are aligned to the four major areas of responsibility of the College Receptionist:

<b>Meet and greet all visitors to the College</b>	<ul style="list-style-type: none"> <li>– Attend to incoming calls and manage queries accordingly</li> <li>– Meet and greet all visitors and ensure sign in register is utilised as per College expectations and Ministerial Order 870</li> <li>– Organise and distribute all incoming and outgoing mail</li> </ul>
<b>To undertake a varied range of administrative duties</b>	<ul style="list-style-type: none"> <li>– Use SAS2000 and various other administration packages to oversee the day to day administrative functions of College Reception</li> <li>– Process College Tuition Fees</li> <li>– Monitor and distribute College mobile phones and keys</li> <li>– Relieve other administrators as required/directed</li> <li>– Maintain an organised, professional and safe Reception environment</li> </ul>
<b>To give administration support to the Administration Coordinator</b>	<ul style="list-style-type: none"> <li>– Review systems &amp; procedures with the Administration Coordinator in relation to Reception processes</li> <li>– Participate in weekly administrative meetings</li> </ul>

<b>Liaise with College staff</b>	<ul style="list-style-type: none"> <li>- Generate Daily Student Bulletin notices</li> <li>- Assist with queries regarding upcoming excursions and events</li> <li>- Promote safe work practices</li> </ul>
<b>Other</b> The College Receptionist will, at times, be required to undertake other duties as directed by the Principal.	
<b>Commitment to Child Safety</b> <ul style="list-style-type: none"> <li>- experience working with children</li> <li>- a demonstrated understanding of child safety</li> <li>- a demonstrated understanding of appropriate behaviours when engaging with children</li> <li>- familiarity with legal obligations relating to child safety (eg Mandatory Reporting)</li> <li>- be a suitable person to engage in child-related work</li> </ul>	
<b>RISK AND OCCUPATIONAL HEALTH AND SAFETY</b> The College Receptionist will: <ul style="list-style-type: none"> <li>- comply with legislated occupational health and safety practices and participate in consultative processes</li> <li>- observe safe work practices in accordance with training and instruction given</li> <li>- identify, report and, where appropriate, action risks/hazards in order to eliminate or mitigate against the risk recurring (Risks arising in the workplace may be financial, site, task or person specific or related to safety.)</li> <li>- promote and implement occupational health and safety and risk mitigation processes within and across this area of responsibility</li> </ul>	
<b>Background &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>- Strong time management, prioritisation and problem solving skills</li> <li>- Excellent customer service</li> <li>- Motivation and ability to work autonomously, managing priorities and reception function</li> <li>- Intermediate to advanced administrative skills (MS Office, Excel etc)</li> <li>- Professional telephone manner, with the ability to handle difficult people/situations while maintaining diplomacy</li> </ul>
<b>Contract &amp; Conditions</b>	Tenure: Ongoing Time Fraction: Full time Hours of Duty: Monday – Friday (8.00 am – 4.06 pm) Remuneration: Level 2 , Salary Range depending on experience, (\$55k-\$61k) Direct Report: Administration Coordinator Area of Responsibility: Office Manager Classification: School Officer Category C (seven weeks leave – one week per term break and four weeks in the December/January holiday period) Conditions: Entitlements under the Victorian Catholic Education Multi Enterprise Agreement 2013 Dress Code: Administration Staff College Uniform

**AUTHORISED BY: PRINCIPAL**

**DATE: JULY 2018**