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<b>POSITION TITLE:</b>	<b>College Receptionist - Mornings</b>
<b>PREPARED:</b>	<b>May 2017</b>
<b>REPORTS TO:</b>	<b>Head of Human Resources</b>
<b>Prepared by:</b>	<b>Head of Human Resources</b>

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#### **Position purpose**

To manage the front office reception to ensure it presents a professional, friendly and well informed point of first contact with the College. This means accurately directing calls and enquiries, taking precise and detailed phone messages and answering general enquiries in the reception area, in a polite, courteous, friendly and professional manner. It is expected that the College Receptionist responds to all parent, staff, and visitor enquiries whether specific or general in nature.

The ability to stay calm under pressure and to answer all queries professionally at all times, whether face-to-face, via email or phone, are qualities that are highly regarded.

#### **Position Status**

This part time permanent position is Monday to Friday, across the whole year, 8.00am to 1.00pm, 25 hours per week

The role accrues four weeks annual leave plus the College closure days, usually four per year.

#### **Reporting relationships**

The College Receptionist will report to the Head of Human Resources in the first instance, but as a multi-faceted role, good communication and relationships with a wide range of staff are essential for the position to be successful.

The College Receptionist operates in a collegiate manner. As a member of a team of administrative professionals; flexibility, empathy for co-workers, students and parents is of paramount importance.

**Duties & essential job functions**

Duties	Tasks
<i>Opening and closing of front office each day</i>	<ul style="list-style-type: none"> <li>• Morning - front office reception is open for business, messages are transcribed from answering machine, and details relayed in a timely manner before the start of the school day.</li> <li>• Afternoon – front office reception is left tidy, phone night switch activated, appropriate doors locked.</li> </ul>
<i>Operating main switchboard</i>	<ul style="list-style-type: none"> <li>• Phones are taken off night switch by 8.00am.</li> <li>• Calls (external/internal) directed efficiently and accurately.</li> <li>• Programming of switchboard.</li> <li>• Problems/faults addressed quickly, rectified internally where possible or reported to appropriate authority.</li> <li>• Phone messages to staff and students are relayed in a timely manner as appropriate.</li> <li>• Current telephone listing maintained and distributed to staff each term.</li> </ul>
<i>Reception</i>	<ul style="list-style-type: none"> <li>• General enquiries from the community, parents, visitors, students and staff handled promptly, efficiently and in a polite manner.</li> <li>• Incoming goods accepted and distributed in a timely manner (including daily newspapers, incoming mail, parcel &amp; courier deliveries).</li> <li>• Timely distribution of mail received at reception forwarded to appropriate staff and/or student.</li> <li>• Reception and storage areas are kept safe, clean, tidy and current College brochures and literature are available and on display in front foyer/on the reception counter.</li> <li>• Signing and endorsing student travel concession cards and other similar documentation.</li> <li>• Responsible for supply/removal of the secure shredding bins from around school.</li> </ul>
<i>Maintaining Visitors' register</i>	<ul style="list-style-type: none"> <li>• Accurate record of all visitors arriving and departing campus. In case of an emergency ensuring all guests/visitors on campus can be accounted for.</li> </ul>
<i>Collation of function and events</i>	<ul style="list-style-type: none"> <li>• Create and maintain a Spreadsheet of all out of hours, including weekends, functions and events. This includes staff in attendance.</li> <li>• Distribution to Facilities and Caretaker weekly, and ensure updates also sent in a timely manner.</li> </ul>

<i>Be an essential part of Emergency Management team – central communication</i>	<ul style="list-style-type: none"> <li>• Undergo reception training in Emergency Management Procedures.</li> <li>• Ensure First Aid, level 2, certification obtained</li> </ul>
<i>Booking of taxis and couriers</i>	<ul style="list-style-type: none"> <li>• taxis (including arranging cab charge dockets) couriers, taxi trucks, etc. booked in a timely and cost efficient manner</li> <li>• Follow up with finance to ensure accuracy of accounts.</li> </ul>
<i>General secretarial support</i>	<ul style="list-style-type: none"> <li>• On occasions the College Receptionist is likely to be called upon to assist staff from other areas of the College with secretarial or administrative functions when primary workload permits.</li> <li>• Prioritise competing demands to complete work in a timely and efficient manner. Utilise tools such as a job log to achieve this, ensuring tasks are completed within required timeframes.</li> </ul>
<i>Distribute College stationery supplies</i>	<ul style="list-style-type: none"> <li>• Maintaining adequate stationery supply for school use.</li> <li>• Distribution completed in a timely manner.</li> </ul>
As required, any other duties appropriate to the role	

### Key Competencies

- outstanding verbal and written communication skills
- professional personal presentation
- customer service orientation
- information management
- exceptional skills in organising and planning
- attention to detail
- initiative
- reliability
- stress tolerance

### OTHER SKILLS AND ATTRIBUTES

- Discretion and confidentiality are essential
- Initiative and confidence to make contributions/suggestions
- Time management skills - able to work to deadlines
- Overall good interpersonal skills when working in a team environment

## **GENERAL RESPONSIBILITIES**

All staff are to be supportive of the St Leonard's College Mission Statement and to enhance the school's reputation as one which is a warm and caring environment, characterised by efficiency, professionalism and a willingness to meet the individual needs of those within its community.

It is a condition of employment that all staff provide a Criminal Record check (if requested) and an Employee Working with Children check before their position will be confirmed.

- The College:
  - is an equal opportunity employer;
  - complies with the requirements of the Privacy Act;
  - has a strong commitment to OH&S;
  - will not tolerate harassment of any kind.
- College Standards - all staff are expected to actively support the following standards:
  - Communication – effective, helpful and positive;
  - Confidentiality – Protect the privacy and confidentiality of all personal information (staff/families/students);
  - Teamwork – work together as a team to achieve the best results. Share information and collaborate across all sections of the College; trust, respect and support;
  - Accountability – we do our work with honesty, integrity and enthusiasm;
  - Performance – we perform to the best of our ability;
  - Initiative – looking for opportunities to improve the way we work; flexible, adaptable and efficient.

## **CHILD SAFETY AND PROTECTION RESPONSIBILITIES**

St Leonard's College is committed to the safety and wellbeing of our students.

The College has zero tolerance for child abuse and is committed to the protection of all children from all forms of child abuse. In this context, the College implements a comprehensive Child Safety and Protection programme across the entire College community.

All staff are responsible for understanding and applying the College's Child Safety and Protection Policy and procedures including being compliant with the Child Safety Code of Conduct and being proactive in reporting any concerns or identified risk.

Where students are under staff care, there is an obligation to take all practical steps to protect students where a risk to students' safety has been identified.