



MELTON CHRISTIAN COLLEGE

Position Description

Position Title: Reception Administrator

Section: Finance & Administration

Award: Related to the Educational Services (Schools) General Staff Award 2010 with a salary depending on the candidate's experience & training

ABOUT THE ROLE

The Reception Administrator is responsible for the efficient management of all front desk reception procedures and the delivery of exceptional customer service to both internal and external clients at Melton Christian College.

The Reception Administrator is expected to display the School's vision in relation to student welfare, public relations and customer service, in all dealing with both internal and external clients, external organisations and the School's various community groups.

RESPONSIBILITIES

Reception:

- Manage Reception area
- Attend to enquiries from staff, students and parents
- Manage all incoming calls on main switchboard, ensuring that all calls are handled in a professional, courteous and helpful manner
- Check answering machine for all messages left overnight and pass on to relevant parties
- Maintain the telephone and voicemail system, assisting with enquiries and ensuring appropriate voicemail messages are recorded for various situations (ie absences, emergencies and reporting faults)
- Managing the office emails and re-directing it to the appropriate person
- Manage the student absentee database, updating parents of student absences and advise appropriate personnel
- Awareness of staff absences and advise relevant personnel as necessary
- Welcome, sign in and seat visitors for collection by appropriate staff member (at times this may include distressed students / parents)
- Issue visitor passes to all visitors entering the School
- Accepting and directing deliveries

- Provide First Aid and Medicine Distribution to students and staff in line with College Policy and Procedures
- Maintain the tidiness and professional look of reception
- Other reception administration duties as required

Administration

- Open and sort incoming mail
- Preparation of the outgoing mailing statement on a daily basis
- Update and send out the Daily Bulletin and weekly Newsletters
- Receive enrolment enquiries and channel to the Registrar where appropriate
- Receipt payments made at reception and balance daily
- STAT reporting to the Government on student attendance
- Printing out Student Awards as requested by Heads of Schools
- Collecting student notes as required
- Develop, update and distribute internal telephone directory each school term
- Provide assistance on college related administrative/clerical tasks when required

KEY SELECTION CRITERIA

Commitment to

- Alignment with the vision and purposes of the College
- Committed to Christian Education and enacting the core values of the College

Qualifications, Experience and Skills

- High level interpersonal skills and ability to work within a team
- Strong organisational and time management skills with an ability to work well under pressure and manage competing tasks with a high level of attention to detail
- The ability to build and maintain strong relationships with staff, students, parents and community with empathy and cultural sensitivity
- The ability to respond and adapt to the changing demands of the position
- Experienced with Microsoft Office and other PC programs
- Current Level 3 First Aid qualification or desire to be engage in training to acquire

Occupational Health and Safety

The Reception Administrator has delegated responsibility from the Principal (for their work station/office space, equipment and facilities associated with their role) to:

- Ensure that College Health and Safety Policy and procedures are deployed within the area of responsibility
- Ensure that safe operating procedures are developed and implemented which are appropriate for the hazards and risk profile of the activities of their workstation/office space
- Ensure that College safety systems are implemented and compliance is regularly audited and monitored (e.g. hazard reporting, hazardous materials storage and documentation, plant and equipment purchasing, audits etc.)
- Ensure that health and safety is a scheduled agenda item within any staff team meeting
- Ensure that all hazards which are observed, and any incidents which may occur to any person within his/her area of responsibility are reported, documented, investigated and corrective actions are implemented as identified for action

- Ensure that Health and Safety issues are identified, planned for and resources required to manage health and safety issues are included in budgets
- Support Management and Colleagues in performing their roles in relation to health and safety matters
- Ensure that regular workplace inspections and audits are carried out in accordance with College safety systems

Child Safe Culture

The Reception Administrator has delegated responsibility from the Principal to:

- Work towards embedding an organisational culture of child safety, including effective leadership in and beyond their work station/office space
- Be familiar with and promote familiarity with the College child safe policy
- Be familiar with and promote familiarity with the additional points that establish the College's expectations for appropriate behaviour with children
- Take part in screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel or volunteers
- Be familiar with and promote familiarity with processes for responding to and reporting suspected child abuse
- Always work to identify and reduce or remove risks of child abuse
- Always work towards appropriate participation and empowerment of children

Conditions

Related to the Educational Services (Schools) General Staff Award 2010 with a salary depending on the candidate's experience and training.

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the position. It is not intended to represent the entirety of the position nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform for Melton Christian College other work duties not specifically listed herein Melton Christian College reserves the right to modify this position description in consultation with the incumbent from time to time depending on the operational needs and requirements of the School.

ACKNOWLEDGEMENT

I have read, understood, and acknowledge the scope and responsibility of the position in this position description.

Employee Name: _____

Signature: _____ Date: _____