



MELTON CHRISTIAN COLLEGE

Reception Administrator

ORGANISATIONAL PROFILE:

Melton Christian College is a leading P-12 school with over 1,100 students in three locations. We are highly regarded and specialise in nurture, excellence, and Christ-centred schooling. We are committed to building a dedicated team of Christian educators and support staff and equipping them to invest in the lives of the students they serve. Our team is enthusiastic, positive, and committed to the college's mission, vision, and values.

POSITION PROFILE:

The College Reception Administrator's primary function is to efficiently manage all front desk reception procedures and deliver exceptional customer service to both internal and external clients at Melton Christian College.

The College Administrator is part of our Corporate Services Team and reports directly to the Reception Administration Coordinator and Head of Operations.

KEY RESPONSIBILITIES:

The key responsibilities of this role include, but are not limited to:

Reception:

- Manage Reception area
- Attend to enquiries from staff, students, and parents
- Manage all incoming calls on the main switchboard, ensuring that calls are handled in a professional, courteous, and helpful manner
- Check answering machines for all messages left overnight and pass on to the relevant departments
- Maintain the telephone and voicemail system, assisting with enquiries and ensuring appropriate voicemail messages are recorded for various situations (i.e., absences, emergencies, and reporting faults)
- Managing the office emails and re-directing to the appropriate department
- Manage the student absentee database, updating parents of student absences and advising appropriate personnel
- Awareness of staff absences and advise relevant personnel as necessary
- Welcome, sign in and seat visitors for collection by an appropriate staff member (at times 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

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A ministry of Melton Christian Centre Ltd. ABN 17 007 289 474

- Maintain the tidiness and professional look of reception
- Other reception administration duties as required

Admin:

- Open and sort incoming mail
- Preparation of the outgoing mailing statement daily
- 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 the internal telephone directory each school term
- Help on college-related administrative/ clerical tasks when required

Key Selection Criteria

1. Alignment with the vision and purposes of the College
2. Strong interpersonal skills
3. Reliable, able to maintain confidentiality and with well-developed written and verbal communication skills
4. The ability to build and maintain strong relationships with staff, students, parents and community with empathy and cultural sensitivity
5. 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
6. Experienced with Microsoft Office and other PC programs

Occupational Health and Safety

The Reception Administrator has delegated responsibility from the Principal (for their workstation/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 the class/classroom/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 that are observed and any incidents that 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 and planned for and resources required to manage health and safety issues are included in budgets
- Support Management and Colleagues in performing their roles concerning health and safety matters
- Ensure that regular workplace inspections and audits are carried out under 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 workstation/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 2020, a salary depending on the candidate's experience and training.

Last Reviewed: 31/10/2024