



ROLE DESCRIPTION

Receptionist

1. PURPOSE

The Receptionist is the first point of contact for many of our parents and potential clients either via telephone or in person. A positive mindset and calm helpful tone needs to be the example set by this key position. This ensures that the immediate and wider communities' first interaction with the College is a pleasant, efficient and positive one.

The role performs receptionist activities for the College including answering the phone and assisting visitors, parents, students, and staff with general enquiries. They also receive and sort all the mail and parcels received into the College

2. REPORTING RELATIONSHIPS

This role reports to the Director of Business Services

3. RESPONSIBILITY

3.1 Answers Telephone and General Enquiries

The role will answer any direct queries or issues to appropriate departments and individuals. Update the Waverley College telephone list once a term.

3.2 Receive mail and parcels

They will be responsible for receiving the mail from Australia Post and will sort and distribute into staff pigeon holes daily. They will receive all deliveries to the school, notifying the relevant person or liaising with maintenance to arrange for delivery to the relevant department.

3.3 Monitoring of the 'Wavcoll email account

Review the 'Wavcoll email account' daily and distribute the emails to the relevant departments.

3.4 Be responsible for couriers daily

Daily manage and direct the students who are allocated to Courier duties.

3.5 Casual Teacher swipes/Student swipes

In charge of casual teacher swipe and injured student swipe register, ensuring that any swipes that are given out are returned in a timely manner.

3.6 Ordering stationery

In charge of ordering stationery for some staff as and when requested, and distributing once received from the supplier.

3.7 Greeting of contractors/visitors to the College

Greet contractors or visitors to the College ensuring they have signed in, advising their contact in the College they have arrived

3.8 Provides General Administration and Support

Be willing to help and assist with any adhoc duties as and when required. In particular, complete attendance process when administrator is absent.

4. REQUIREMENTS

It is a requirement that the Receptionist is loyal to the ethos of the College and the Edmund Rice Charter and will demonstrably enact College Policies and support the College Leadership Team and Principal.

Knowledge and experience

- Experience within an administrative role
- Experience working within a school environment is preferred

Practical and specialist skills

- Switchboard experience
- High computer literacy in a Mac environment.

Competencies

Accountable

Delivers on commitments, takes responsibility for actions, decisions and outcomes and ensures the same of others.

Attention to Detail

Thoroughness in completing all tasks with high concern for accuracy, quality and doing things properly. Follow established procedures where applicable.

Communication

Exchanges thoughts, opinions, ideas, messages and information through speech, writing or behaviour. Expresses information and ideas clearly and effectively.

Embraces diversity

Establishes and maintains a motivated and efficient work environment where people of diverse backgrounds are represented, valued and respected.

Interpersonal skills

Ability to manage relationships and interactions with other individuals or groups, especially adolescents. Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations.