

## ADMINISTRATIVE ASSISTANT: RECEPTIONIST

Title	Receptionist
Classification	Full-Time
Category	Category C
Length of Appointment	1 Year Contract Position with Potential for Ongoing
Reports	Principal Deputy Principal Staff and Operations Administration Coordinator
Conditions	Victorian Catholic Education Multi Enterprise Agreement 2018

### Purpose of Position

This position is the first point of contact for visitors, staff and students to the College. The position involves answering switchboard calls, attending to reception enquiries and fostering positive connections within the College and wider community. The position will provide highly efficient and effective administrative and first aid services to the College as outlined in the Position Description.

This position is directly responsible to the Principal, Deputy Principal Staff and Operations and Administration Coordinator.

### Administration Duties and Responsibilities

- Open front office and switchboard (read messages) at the start of each day
- Attend to telephone and reception enquiries from parents, students and visitors to the College, including enrolment enquiries of a general nature
- Liaise with suppliers and signing receipt of deliveries
- Organise couriers and delivery of items as requested
- Assist with the purchasing of office supplies, including stationery
- Organise the franking and posting of outgoing mail on a daily basis
- Assist with reporting of maintenance issues on behalf of staff as required; liaising with CRCCS Maintenance staff
- Assist the College Finance Manager with tasks, including the collection and receipting of fees and other monies
- Print, photocopy and distribute College documentation
- Produce documentation for administrative purposes
- Assist attendance officer with attendance processes
- Monitor and organise processes for lost property
- Make announcements over the public address system as required
- Prepare two-way radios for yard duties
- Assist the School with data entry requirements, proof reading and function organisation as required
- Use the College Learning Management system to record aspects of student data
- Other duties as required by the Principal and Deputy Principals

### Specific Tasks

- Daily entry of absences, including late arrivals and early leavers
- Contact parents via SMS to follow-up non-arrival of students
- Assist the Attendance Officer in preparation of Absence Report on a daily and weekly basis
- Liaise with staff to follow up incomplete staff attendance records

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- Under guidance of the attendance officer, enter known student absences, e.g. students on holiday; students at other campuses, or ill for extended periods as required
- Under guidance of the attendance officer, maintain of student rolls and placing of weekly attendance record in rolls for correction by Homeroom Teachers
- Archive all Absences data at end of term
- Recording of 'Lates', for referral to respective Year Level Leader
- Maintain and oversee the resources cupboard
- Produce and update the phone directory as required
- Create and maintain staff pigeonholes.

### General Qualifications & Experience

- Current Level 2 First Aid Certificate (preferred)
- Experience in a similar role or other environment (desirable)
- Valid Working with Children's Check
- National Police Check

### Knowledge and Skills

- Excellent written and verbal communication, with an ability to communicate and interact positively, effectively and professionally with staff, students, parents and visitors to the College
- Ability to maintain an organised reception
- Initiative and flexibility, with the ability to respond to the changing demands of the position
- Ability to work independently and collaboratively as part of a team.

### Personal Qualities

- A courteous and professional manner and presentation
- Empathy and cultural awareness
- Reliability and punctuality
- Discretion and an ability to maintain high levels of confidentiality
- A capacity and genuine desire to learn and apply new skills
- Ability to remain calm under pressure.

### Child Safety

- Have a clear understanding of Ministerial Order 870 on Child Safety as it relates to the College's Code of Conduct, policies, procedures and practice
- Be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety
- Provide students with a child-safe environment
- Uphold a zero tolerance attitude towards child abuse
- Ensure cultural safety for Aboriginal children and children from culturally and/or linguistically diverse backgrounds
- Provide a safe and accessible environment for children with a disability
- Implement strategies that promote a healthy and positive learning environment.