



**POSITION DESCRIPTION**

<b>Title</b>	<b>RECEPTIONIST</b>
Classification	Relief
Brief Role Statement	<p>The school receptionist is the first point of contact for most people who either phone or attend the office. The impression the receptionist gives about the school may leave a lasting impression on the inquirer. The receptionist will effectively model Christian growth to the staff, parents, visitors and students.</p> <p>The Receptionist should be led by God to fulfill his or her role to enable ones relationship with the Lord to be reflected in relationships to the rest of the school.</p>
Directly Supervised by:	Registrar
Accountable to:	Principal /Registrar
<b>Key Responsibilities</b>	<p><b>COMMUNICATION / CUSTOMER SERVICE</b></p> <ul style="list-style-type: none"> <li>• Acts as liaison between the school and general public by conveying information concerning school rules, policies, important dates &amp; activities &amp; enrolment inquiries.</li> <li>• Be aware of the daily and weekly routine of the School. There is a need to have a good knowledge of how to read school timetable, locate students and staff. Know where and when there are excursions and variations to school routine. This will assist the receptionist to answer enquires.</li> <li>• Greets &amp; directs visitors, parents, couriers &amp; other deliveries</li> <li>• Addresses standard inquiries by letter, phone, email or personal contact</li> <li>• Maintains internal communication ensuring that all staff are kept informed.</li> <li>• Interacts and assists students and parents/guardians as required</li> <li>• Maintains confidentiality of records</li> <li>• Receives training &amp; administers first aid</li> <li>• Organise interviews for the school Principal</li> <li>• Supervision of the sick bay. Contact the parents of the students who are sick or injured.</li> <li>• Assist the Principal in school matters as directed or instructed by the Principal.</li> <li>• Attend Christian Schools Australia Conferences and professional development programs as required by the school Principal.</li> </ul> <p><b>RECORD KEEPING/DATABASE MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>• Responsible for maintaining office and record keeping systems such as student &amp; staff incidents, accidents, medical records and student attendance using school student database</li> <li>• Uses both computer and manual filing systems which allow for efficient collection, retention and retrieval of information</li> <li>• Creates and maintains student files and other related records as needed.</li> <li>• Receive applications for enrolments of students, employment of staff and family files, etc.</li> <li>• Have a correct knowledge of the various school forms for both the parents and staff. Be able to give the correct forms to inquirers</li> </ul>

<b>Key Responsibilities (Continued)</b>	<p><b>DOCUMENT PREPARATION</b></p> <ul style="list-style-type: none"> <li>• Prepares, creates and composes letters, reports, bulletins and other documents for the school</li> <li>• Submits print requests, prepares reports from confidential records from school database and photocopies of lessons for teachers and other staff.</li> <li>• Photocopying, laminating, &amp; binding for Teachers &amp; Principal as needed</li> <li>• Editing and typing of weekly school newsletter, parent notes, flyers for school events &amp; activities, parent handbooks, AGM's and other school related documents.</li> </ul> <p><b>FINANCIAL MATTERS</b></p> <ul style="list-style-type: none"> <li>• Collection of monies from various sources such as enrolment registrations, bonds, school fees, fundraising events, etc.</li> <li>• Counting and reconciling money collected</li> <li>• Banking to school bank account</li> <li>• Assisting with collation of invoices, statements, delivery notes in preparation for payment by the Bursar.</li> <li>• Ordering &amp; maintaining Stationery stock levels</li> </ul>
<b>Selection Criteria</b>	<p><b>ESSENTIAL</b></p> <p>The Receptionist must possess the following personal qualities:</p> <ol style="list-style-type: none"> <li>a) Be courteous and friendly to everyone including the students.</li> <li>b) Be a spiritual influence along with the other staff members.</li> <li>c) Be able to work in a situation where there are frequent interruptions, e.g. telephone calls, people at the counter, student and staff requests.</li> <li>d) Be calm in a crisis.</li> <li>e) Be an encouragement to students, staff and parents.</li> <li>f) Be neat and tidy in dress and appearance.</li> <li>g) Ability to relate to people from diverse backgrounds &amp; cultures</li> <li>h) Demonstrated personal integrity (the position entails handling significant sums of cash alone)</li> </ol> <p>The Receptionist must possess the following Skills:</p> <ol style="list-style-type: none"> <li>a) An Excellent telephone manner &amp; good interpersonal skills</li> <li>b) Ability organize and prioritise workloads</li> <li>c) Experience in a reception/office environment</li> <li>d) Excellent word processing, data entry &amp; internet skills</li> <li>e) Experience of financial record keeping, invoicing &amp; ordering</li> <li>f) Demonstrated experience of MS Word, Excel &amp; knowledge of EEO Principles.</li> <li>g) Ability to provide accurate &amp; timely referral information</li> </ol> <p>Must have the following:</p> <ul style="list-style-type: none"> <li>• a current Senior First Aid Certificate</li> <li>• Working with Children card &amp;</li> <li>• Police Clearance</li> </ul>
<b>Last approved</b>	<b>June 2018</b>
<b>Version</b>	<b>2</b>