



## Cobram Anglican Grammar School

### **Job Description**

Receptionist

ASC General Employee

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### **Nature of Role**

The Receptionist is responsible for upholding the values and professional image of the school and the Anglican Schools Commission (ASC).

The Receptionist is a highly valued member of staff, being the first point of contact for the school community or visitors. As such, they should be prepared to handle a wide range of inquiries and requests.

The Receptionist demonstrates a blend of skills dedicated to developing and engaging relationships within the whole community, as well as general office management and clerical tasks. The receptionist has excellent communication and multitasking skills, a positive attitude and a strong work ethic.

The Receptionist answers phone calls, greet visitors and provides information to parents and students' families.

The Receptionist core skills are;

- Exceptional communication skills
- Knowledge and awareness of current customer service principles and practices
- Excellent organisation skills and ability to prioritise work
- Excellent computer skills including Microsoft Word and Excel
- Ability to work independently and as part of a team
- Ability to multitask
- Experience with cash handling and processing of payments
- Experience in an office setting
- Ability to do basic mathematical computations
- Ability to use telephone systems, computer applications and office equipment

### **Position Requirements**

The primary skill the Receptionist is excellent communication. The Receptionist must be able to effectively communicate information over the phone, in writing and in person. The Receptionist must be highly organised in order to maintain orderly and complete records. The Receptionist should be able to follow directions but also proactively address issues that may arrive.

1. Exceptional customer service skills and professional phone manner
2. Have an accredited qualification, and/or experience in a similar role
3. Have working knowledge of spreadsheets and word processing documents, or the willingness to learn this information
4. Have excellent attention to detail and demonstrated analytical skills



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---

5. Have experience working in a fast paced office environment
6. Current working with children check for employees
7. Demonstrate a standard of excellence

## **Dimensions of the Role**

The Receptionist is ultimately accountable to the Principal, but reports directly the Business Manager.

They can also expect to receive direction from:

- Executive Assistant
- Finance Manager
- Logistic/Daily Organiser
- Enrolments Coordinator
- Marketing Coordinator
- Heads of School

## **Main Responsibility and Accountability Areas**

- Answer all enquiries in line with established protocol
- Direct parents/visitors to where appropriate
- Provide information to parents and students on a variety of topics around the daily operation of the school
- Collate and enter student absences
- Administration and entry of daily student absences
- Develop and implement absence SMS system
- Ensure a child safe environment
- Supervise students and staff members accessing the Reception desk
- Enter all incoming calls on 'Daily Phone Log', follow up where necessary
- Ensure that photocopier is always stocked with paper, and that paper supply cupboard is regularly replenished
- As directed photocopy and distribute correspondence
- Assist with the publication of notes to parents as required, collate and follow up return notes
- Assist with organisation of staff/student events
- Collect mail daily from Post Office and road side post box
- Send mail through Australia Post
- Assist with distribution of student reports
- Attend to minor First Aid queries, fill in First Aid register, call parent/ambulance in serious cases as per school policy
- Monitor and update student medical management plans, record expiry dates



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- Maintain cleanliness and first aid provisions in first aid room and kits. Record expiry dates of medication
- Manage and administer student medications, as per current school policy
- Process daily cash payments under the direction of the Business Manager and Finance Manager and prepare reconciliations.
- Complete banking as directed by Finance Manager
- Other financial tasks as directed
- Maintain the cleanliness of the staff room, replenish and order supplies, wash tea towels.
- Maintain toilet paper, hand towel and soap staff toilets on a daily basis.

Responsibilities cannot be exhaustive and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

### **Commitment to Child Safe Standards**

Cobram Anglican Grammar School is a child safe environment. Our school actively promotes the safety and wellbeing of all students. All school staff are committed to protecting students from abuse or harm in the school environment, in accordance with their legal obligations including child safe standards.