



## Position description – College Receptionist

**Department:** Administration

**Objective:** To present a highly professional and welcoming “face” of Calvary Christian College to parents, students, staff and other external entities.

**Responsible to:** Office Manager

**Liaise with:** Students, Parents, Calvary Christian College staff and other external entities

**Status of employment:** Term-time only plus compulsory Professional Development weeks

### **Qualifications and experience:**

- Demonstrated relevant experience in administration
- Excellent interpersonal and customer service skills
- Excellent presentation skills and a mature and professional approach
- Current First Aid Certificate (or willingness to obtain)
- Proficient competency in Microsoft Office suite – Word, Excel and Outlook at a minimum
- Desktop publishing (eg. Canva) and social media experience desirable but not essential
- Experience using TASS Database system desirable but not essential

### **Personal attributes and skills:**

- Personal faith in Jesus Christ
- To act always in a manner consistent with the College Lifestyle Agreement
- Display exemplary work ethic and inter-personal skills
- Possess and display excellent communication skills, teamwork and management skills
- Prioritise and effectively manage workload
- Be punctual, highly organised and self-motivated
- Adhere to the College’s Confidentiality and Privacy Policy
- Maintain a high level of professionalism at all times
- Maintain an excellent personal presentation at all times

### **Responsibilities:**

- Open Reception at 8:00am each day.
- Ensure the College Reception area is clean and tidy at all times. Keep brochure stands up to date and fully stocked. Ensure all College Forms are available at Reception.
- Answer all phone calls coming in to the College (within four rings) in a friendly and professional manner using the standard Calvary Christian College greeting.
- Transfer calls to the most appropriate department/person and pass on phone messages in a timely, friendly and professional manner.
- Update College Phone List as necessary and distribute to all staff.
- Update the College Reception Building Evacuation List as necessary.
- Handle complaints and pass on information to the most appropriate person/department in a professional and compassionate manner whilst adhering to the College Privacy Policy.



- Greet all visitors and notify the appropriate staff members that their guests have arrived. Ensure all visitors and volunteers to the College sign in and are given a visitor's tag.
- Monitor incoming emails to the Administration email address and forward to the relevant staff members.
- Assist with enrolment enquiries and paperwork as directed by the College Registrar. Book Enrolment Interviews and Tours.
- Update available College Tour times using Funnel Engagement Software.
- Conduct initial check of Application for Enrolment Forms to ensure all sections are filled out, signed and dated correctly.
- Prepare and record all outgoing mail. Fill in Full Rate Mailing Statement each day with accuracy.
- Sort, date stamp and distribute incoming mail – open mail only for Principal, Registrar, Accounts Payable and Bursar.
- Record all incoming parcels in the Incoming Packages Register and notify appropriate staff when their orders arrive. Ensure all parcels are collected in a timely manner.
- Liaise with mail courier with regard to office opening hours and mail requirements.
- Filing of student and parent paperwork into student files in Front Office.
- Complete all Front Office archiving and maintain the Archive Register.
- Work with the First Aid Officer to ensure First Aid Policy, procedures and paperwork are accurate and current.
- Provide assistance to the First Aid Officer and coverage for the First Aid Room during lunch breaks, in emergencies or as a result of staff absence.
- Update Social Media platforms with content and images under direction from the Coordinator of Marketing and Communications.
- Marketing Administration tasks as required.
- Summarize, date and distribute any received Court Orders pertaining to our Students in adherence with the College Privacy Policy.
- Attend Front Office Team Meetings and PD Sessions as scheduled.
- Ad hoc administrative tasks at the request of the Office Manager.
- Complete Closure and Lock up Reception duties for a 4:00pm closure.

**Other requirements:** All members of staff at Calvary Christian College are expected to:

- Convey to the public a positive image of the College
- Contribute to a pleasant and enjoyable work environment
- Abide by the Code of Conduct, Lifestyle Agreement and all other College Policies
- Remain up to date with any changes to the Code of Conduct, Lifestyle Agreement and any other College Policy
- Not have contact with any enrolled student via social media (excluding immediate family members)
- Maintain an understanding of the Workplace Health and Safety and Safety Standards of the College, in consultation with the College's Workplace Health and Safety Officer
- Participate in staff training and development activities to assist in the achievement of organisational and individual/work goals
- Hold a valid 'Blue Card' and undergo a 'Working with Children Check' performed by the Commission for Children and Young People and Child Guardian every three years (for all non-teaching positions) or hold current Queensland College of Teachers Registration (all teaching positions)
- Carry out other duties from time to time as required