POSITION DESCRIPTION

POSITION: Receptionist
REPORTING TO: Business Manager
DEPARTMENT: Corporate Services
DATE PD CREATED: August 2014

POSITION PURPOSE
This position is responsible for the provision of a professional Reception function at Mentone Girls' Grammar School. The incumbent will be responsible for greeting visitors in a professional manner and guiding them as per their requirements.

This position is also responsible for the provision of administration support. The incumbent will provide administrative assistance where required in order to ensure effective and efficient school operations.

POSITION IN CONTEXT
Mentone Girls' Grammar School is an ELC to Year 12 School of over 700 students. Set on a single campus dedicated to excellence in the education of girls, excellence includes but reaches well beyond superb preparation for tertiary studies. The true mission of the School is preparing students to aspire to excellence, to make a difference and, as global citizens, to rise boldly to the challenges of their times. Mentone Girls' Grammar School also embraces broader aspirations as well; to continue to stand out among the country’s leading Schools, to be appreciated as an active contributor in the local community and to support the wellbeing, achievement, positive values, enterprising nature and success of women in our society.

FREEDOM TO ACT / AUTONOMY
The Receptionist is a member of the Corporate Services team and reports directly to the Business Manager. The incumbent will also report to the Principal on broader issues related to school administration services.

It is the responsibility of the Receptionist to deliver high quality customer service to visitors, staff, students and the wider school community in a way that conforms to the framework of school operations, policies and procedures.

KEY RESPONSIBILITIES / ACCOUNTABILITIES
As a member of the Corporate Services team, the Receptionist must work on a broad range of areas in co-operation with members of the School community. Specifically, the incumbent is expected to:

Reception
– Act as first point of contact (e.g. public, parents, students, staff, vendors) - answering telephone and other enquiries in an efficient, friendly and professional manner.
– Welcome visitors and guests and direct them appropriately in accordance with school policies regarding building security.
– Maintain telephone and/or intercom systems (e.g. voice mail, work orders, system orientation, updating extensions, etc.) for the purpose of providing essential telephone communications within the School.

The requirements of this position may vary from time to time in accordance with changing school requirements.

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- Maintain familiarity with telephone contact listings, so that enquiries can be promptly directed to the most appropriate member of staff.
- Respond to emergency calls for the purpose of notifying appropriate parties to address immediate safety and/or security issues.
- Screen all enquiries from staff, students, parents and the public (e.g. phone calls, visitors, etc.) for the purpose of taking appropriate action and/or directing to appropriate departments.
- Filter telephone calls as appropriate.
- Receive enrolment inquiries and direct to the Admissions Manager as appropriate.
- Meet the diverse range of needs of students at Reception.
- Receive and manage deliveries of mail, supplies, messages, keys, etc. for the purpose of disseminating materials to appropriate parties.
- Daily collection and distribution of mail.
- Empty internal mail box at Reception and distribute to staff mail boxes.
- Manage stationery requirements for the School.
- Assist with parent queries in a pleasant manner.
- Ensure the Reception and front office areas maintain a professional image.

**Administration**

- Publish Daily News (for staff/student information) on the School intranet.
- Work closely with the Parents’ Association and the Community Development Manager providing administrative support as required.
- Update student details on Synergetic database.
- Provide backup support for other office staff when necessary.
- Manage bus bookings, both internal/school buses and external bus lines.
- Operate postage machine.
- Keep a complete record of courier activity.
- Maintain generic email address list.
- Register visitor entries and maintain records.
- Perform other clerical tasks as assigned.

**Other Duties**

- Maintain coffee machine and supplies.
- Attend and contribute to Administration Team meetings.
- Perform other duties as directed by the Business Manager.

**General Requirements**

- Maintain school standards by ensuring personal adherence to school practices, such as those detailed in the Mentone Girls’ Grammar School Handbook.
- Represent the School in a professional manner (in appearance, speech, and dress).

**KEY CONTACTS**

**Internal**
- Principal
- Business Manager
- Executive Assistant
- Staff
- Students

*The requirements of this position may vary from time to time in accordance with changing school requirements.*
EXTERNAL
Parents
Suppliers
Sub contractors
All visitors

COMPETENCIES

Knowledge
- Experienced with office equipment, such as NEC telephone system, scanners, and photocopier/fax machine
- Knowledge of general office administration procedures
- Medium to high level computer literacy including Microsoft Office applications
- Synergetic database
- School experience advantageous but not essential

Skills and Attributes

Essential
- Strong problem solving ability and proven initiative
- Ability to meet deadlines and prioritise
- Strong attention to detail
- Ability to gather and process information quickly
- Ability to work autonomously
- Pleasant telephone and client manner
- Excellent organisational and time management skills
- Ability to foresee potential problems and provide positive solutions
- Respond to and act upon internal/external enquiries
- Act at all times in a professional manner

Communication and Values

- Highly developed interpersonal and communication skills together with exemplary personal values and qualities, and the ability to create strong partnerships with all levels of the School community.
- Superior customer service skills, including a calm and patient approach to dealing with students, parents and others in the School community.
- Work at all times with a high degree of professionalism, with adherence to principles, in particular those related to confidentiality and integrity as applied to the information that is privy to the incumbent in this position.

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KEY PERFORMANCE OBJECTIVES

Key Performance objectives will be established through discussion with the Business Manager.

EMPLOYMENT CONDITIONS

Status: Full time fixed term (12 month) contract
Preferred start date: Late September 2014
Nominal Hours of Work: 8.00 am - 4.30 pm
Annual Leave: 5 weeks per annum
Award Classification: Level 3, School Administration Services grade 3
Conditions of employment as per Educational Services (School) General Staff Award 2010.

OTHER REQUIREMENTS

The successful candidate must have a current Working With Children Check.
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