CHRISTIAN COLLEGE GEELONG

Position Description

POSITION OVERVIEW	
POSITION TITLE:	Receptionist
DEPARTMENT:	Administration
CAMPUS/LOCATION:	Middle School – Highton or any other campus as required
REPORTS TO:	Administration Team Leader
RESPONSIBLE TO:	Executive Principal
CLASSIFICATION:	Educational Services (Schools) General Staff Award 2020: School Admin Services Level 2

OUR PHILOSOPHY

Christian College Geelong develops an atmosphere of care and concern for each student's character growth and well-being, within a value system and set of priorities derived from the Christian faith. Honesty, integrity, compassion, respect and tolerance underpin the expectations of all interaction within the College program. The Board and staff of Christian College believe that every student reflects the goodness of God's creation and has intrinsic worth, irrespective of class, colour or creed. Staff members daily seek to provide examples of Christian love in their dealings with students, parents and other staff members.

ABOUT THE COLLEGE

Across Geelong, the Bellarine Peninsula and Surf Coast, from Prekinder through to Year 12, our five campuses and two Early Learning Centres each have their own unique character, yet all share the Christian College spirit.

POSITION PURPOSE

The primary purpose of this position is to act as the first point of contact for both internal and external customers. The Receptionist is responsible for providing a professional, efficient and effective service to achieve outcomes required and expected by the College community. This role may be required to provide occasional relief support at other campuses as required.

KEY RESPONSIBILITIES

- Respond to enquiries by telephone, email or reception for a variety of internal and external parties (eg staff, parents, students) for the purpose of providing information or direction and/or facilitating communication among parties.
- Maintain records for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Provide relief support when required at the Student Services reception assisting with all student needs.
- Collect payment for school fees, school excursions and so on by way of cash, cheque or EFTPOS for the purpose of completing the transactions and/or securing funds in an efficient and accurate manner.

- Support other assigned administrative personnel for the purpose of supporting with their functions and responsibilities, including during lunch breaks.
- Frank, collect and post school mail, filter internal mail, oversee mail from other campuses for distribution in a timely manner.
- Distribute all incoming and outgoing mail.
- Assists the Administration Team Leader and Administration Assistants on campus as required.
- Monitor college email inboxes and direct emails as required.
- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

QUALIFICATIONS & EXPERIENCE

- Certificate III or IV in Business Administration or demonstrated work experience as a Receptionist, Front Office Representative or similar role.
- Proficiency in Microsoft Office Suite.
- Professional attitude and appearance.
- Ability to be resourceful and proactive when issues arise.

PERSONAL ATTRIBUTES

1. **Commitment to Christian Values:** Demonstrates a strong commitment to the Christian ethos and values of the College. Supports and promotes the College's mission and vision in all interactions and responsibilities.
2. **Strong Communication Skills:** Ability to communicate clearly and effectively, both verbally and in writing, with students, staff, and parents. Proficient in active listening to address and understand needs and concerns.
3. **Attention to Detail:** High level of accuracy and thoroughness in completing tasks.
4. **Organisational Skills:** Excellent time management and ability to prioritise tasks effectively. Capable of managing multiple responsibilities simultaneously in a dynamic school environment.
5. **Problem-Solving Skills:** Capable of analysing issues and implementing effective solutions.
6. **Customer Service Orientation:** Friendly, approachable, and patient demeanor. Commitment to providing excellent service and support to students, parents, and staff, ensuring a positive school experience for all.
7. **Adaptability and Flexibility:** Ability to adjust to changing priorities and work environments. Openness to learning new skills and taking on different tasks as needed to support the school's mission.
8. **Dependability and Reliability:** Consistent attendance and punctuality. Commitment to completing tasks and meeting deadlines to support the smooth operation of the school.
9. **Team Player:** Collaborative mindset and willingness to work cooperatively with colleagues. Ability to contribute to a positive and supportive team environment.
10. **Discretion and Confidentiality:** Respect for sensitive information and commitment to maintaining confidentiality. Professional handling of private and confidential matters, ensuring the privacy and dignity of students and staff.
11. **Initiative:** Self-motivated and able to work independently. Willingness to take on additional responsibilities and go beyond basic requirements to support the school's goals.
12. **Technical Proficiency:** Competence in using office software and technology relevant to the role. Willingness to learn and adapt to new technologies to enhance efficiency and productivity.
13. **Positive Attitude:** Enthusiastic and optimistic approach to work. Ability to maintain a positive attitude even under pressure, contributing to a positive school culture

SPECIAL REQUIREMENTS

- Current Working with Children's Check (Employee status)
- Current First Aid Level II Certificate, including CPR currency
- Valid Driver's License

CHILD SAFE STATEMENT

Christian College is committed to child-safety and the protection of children from all forms of child abuse. We have a zero tolerance for child abuse and are committed to acting in children's best interest, keeping them safe from harm. The College regards child safe responsibilities with the utmost importance and employs a range of robust human resource management strategies to promote child safety and wellbeing.

Applicants must be aware that Christian College carries out all Working with Children Checks, Police Records and Reference Checks as part of the recruitment process and future College employees are expected to abide by the Child Protection and Safety Policy, the Code of Conduct, Staff and Student Professional Boundaries Policy in addition to all child-safe policies and procedures. College employees must have, and maintain a commitment to child safety.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.