



Marist-Sion College – Warragul

Position Description College Receptionist

Marist-Sion College, Warragul, is a Catholic co-educational secondary school, inspired by the traditions of the Marist Brothers and the Sisters of Our Lady of Sion.

Our mission is to provide an **innovative education** which **integrates faith, earning** and **life** in a **welcoming community**.

STATEMENT OF DUTIES

Position Summary	<p>The College Receptionist is the key contact person and is responsible for the provision of high quality service, administrative and secretarial support. In partnership with the student services desk they are required to display a high level of professionalism, while interacting with the internal and external community.</p> <p>The College Receptionist is appointed by the Principal and is responsible to the Administration Manager. The College Receptionist is required to undertake a broad range of tasks to support the needs of Marist-Sion College.</p> <p>FTE & Position Type: Fixed term, part time Employment Category: Education Support Officer – Category C Classification Level: Level 2 Campus Location: Warragul Agreement: Diocese of Sale Catholic Education Limited Schools and Secretariat Agreement 2022</p> <p><i>Visa sponsorship is not available for this position. All applicants require current and valid working rights for Australia.</i></p>
Organisational Relationships	<p>Reports to: Administration Manager Direct Reports: Nil Internal Liaisons: Executive Team, Students and College Staff. External Liaisons: Members of the College Community and General Public.</p>
Responsibilities	<p>Reception</p> <ul style="list-style-type: none"> • Provide informed and welcoming customer service and triage via the telephone and College Reception in a timely and professional manner. • Provide student support services offering advice, direction or generally assisting with their queries. • Accurately receipt, record, bank and conduct daily balance of Reception financial transactions including cheques, cash and electronic transactions. • Handle confidential information in an appropriate and professional manner.

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	<ul style="list-style-type: none"> • Provide assistance to the workflows of Administration Manager and Public Relations Manager at peak times of College events. • Complete administrative tasks as assigned by the Administration Manager. • Provide support to the Executive Team as required. • Oversee the ordering and arranging of student transport for sport excursions, trips and other school activities. • Monitor visitor sign-ins, student arrival and departures and assist with maintaining student attendance. <p>First Aid</p> <ul style="list-style-type: none"> • Provide backup First Aid assistance to students and supervision of Sick Bay in the absence of the First Aid Officer as required.
Child Safety	<ul style="list-style-type: none"> • Be familiar with and comply with the College's child-safe policy and code of conduct, and any other policies or procedures relating to child safety. • Demonstrate duty of care to students in relation to their physical and mental wellbeing. • Assist in the provision of a child safe environment for children.
Professional Development	<ul style="list-style-type: none"> • Be actively engaged in professional development in your area of work. • Be actively engaged in researching areas of interest relevant to directions provided in the school's strategic plan. • Continue to develop ICT skills on platforms to support work.
General	<ul style="list-style-type: none"> • Support the Catholic Identity of the College. • Understand the relevant compliance imperative. • Uphold the professional standards of the College. • Contribute to a healthy and safe work environment for yourself and others and comply with all safe work policies and procedures. • Assist with disaster response such as evacuations, lockdowns and test drills. • Demonstrate professional and collegiate relationships with colleagues. • Maintain currency of first aid, mandatory reporting and anaphylaxis training. • Demonstrate duty of care to students in relation to the physical and mental wellbeing. • Attend all relevant College meetings and after school services/assemblies, sporting events, mass, community and faith days as well as professional learning opportunities as directed. • Other duties assigned from time to time by the Principal.
Skills/Attributes	<ul style="list-style-type: none"> • Excellent verbal communication/phone skills. • Polite, friendly and approachable. • Ability to relate to and empathise with a range of people. • Ability to refer enquires through the appropriate channels. • Resourceful, adaptable and quick to learn. • Strong organisational skills. • Excellent administrative skills.

STATEMENT OF DUTIES

- Sensitive listening and questioning skills.
- Ability to work autonomously.
- Calm under pressure.
- Multitasking capabilities.

Selection Criteria

College Receptionist

SELECTION CRITERIA	
1. Commitment to Catholic Education	<ul style="list-style-type: none">• A demonstrated understanding of the ethos of a Catholic school and its mission.• Commitment to supporting the Catholic identity and mission of the College.
2. Commitment to Child Safety	<ul style="list-style-type: none">• Experience working with children.• Commitment to and understanding of child protection and child safety issues in schools.• Demonstrated understanding of appropriate behaviours when engaging with children.• Be a suitable person to engage in child-connected work.• Demonstrated understanding of Mandatory Reporting.
3. Education and Experience	<p>Essential:</p> <ul style="list-style-type: none">• A qualification in Office Administration or related area, and/or equivalent work experience. (Minimum 2 years' experience in a Reception or similar position).• Well-developed computer skills and proficiency in the use of software packages, such as Word, Excel, PowerPoint.• A minimum of Certificate 2 in First aid is essential (the College will provide this training if necessary).
4. Service excellence	<ul style="list-style-type: none">• Ability to create a positive first impression.• Resourceful and helpful.• College Ambassador approach.
5. Exceptional attention to detail and methodical / thorough approach.	<ul style="list-style-type: none">• Ability to manage a number of competing tasks simultaneously.• Demonstrated ability to work under pressure.• Ability to adhere to policies and procedures, ensuring high standards.• Proficient in note taking.
6. Well-developed communication including ability to work as an effective team member.	<ul style="list-style-type: none">• Ability to establish rapport and maintain effective relationships.• Ability to communicate very well with a range of people in the College community, students and families.• Confidently convey information clearly and considerate of others.

7. Ability to maintain confidentiality.	<ul style="list-style-type: none"> • A demonstrated understanding of confidentiality. • Absolute discretion when dealing with confidential information.