



## RECEPTIONIST

### POSITION DESCRIPTION

Sacred Heart Girls' College is a Catholic faith community enriched by the Our Lady of the Missions charism; a community where students are at the heart of all that we do.

We commit to honouring the uniqueness and gifts of each person by:

- Celebrating and strengthening our Catholic identity, history and heritage
- Creating an authentic, challenging, collaborative and safe learning environment
- Building a culture of excellence
- Adopting ethical and responsible practices that ensure sustainable use of resources
- Working in partnership with parents and the broader community.

The Receptionist plays a vital role at the College through providing prompt, polite and professional assistance via phone, mail, and e-mail and being a helpful and positive presence at the reception desk.

The Receptionist promotes the philosophy of the College as outlined in the Mission and Vision Statement. The Receptionist will provide students with a child-safe environment and be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety.

### KEY RESPONSIBILITIES

#### Reception

- Attend to enquiries received both in person and via telephone and email.
- Greet and direct visitors to appropriate staff as required.
- Manage VPass processes including assist visitors to the College to sign in and ensure they have appropriate documentation e.g. WWCC.
- Monitor and action voicemail enquiries.
- Monitor and action the info@ SHGC emails.
- Develop, update and distribute internal telephone directory each school term.
- Receive and process incoming deliveries and mail, and coordinate outgoing mail
- Make PA announcements when required.
- Assist Student Services as required.

#### College Events

- Approve staff and student daily notices in SIMON.

#### Office Administration

- Assist with First Aid / Sick Bay including inputting of medical records.
- Process credit card payments and assist with fee enquiries.
- Assist with whole school mail outs.
- Provide general assistance from time to time in the Administration Team as the Reception role allows.

### **General Administrative Duties**

- Manage all aspects of office stationery requirements.
- Distribute messages and mail from Deputy Principal pigeonholes to their office
- Distribute mail outs (ie Australian Catholic magazine).
- Assist with Catering as required.

### **QUALIFICATIONS, EXPERIENCE & SKILLS**

#### **Qualifications**

- Victorian Certificate of Education or equivalent.
- Holding or working towards gaining certifications or qualifications such as Certificate III or Certificate IV in Business Administration will be highly regarded.
- First Aid (incorporating CPR, asthma and anaphylaxis).

#### **Experience**

- Experience working as a receptionist.
- Experience using Microsoft Office 365 and database systems such as Synergetic.
- Experience working in a fast-paced office environment.
- Experience working in a school environment is not essential but will be highly regarded.

#### **Skills**

- Excellent customer service skills.
- Excellent verbal and written communication skills.
- Excellent organisational and time management skills with the ability to prioritise.
- Ability to exercise discretion, confidentiality and sensitivity at all times.
- Strong interpersonal skills and the ability to remain calm and patient.
- Ability to work cohesively as part of a dedicated team.
- Sound analytical and decision-making skills.

### **VARIATION TO ROLE**

The Principal, or delegate, may assign other duties from time to time, which are broadly consistent with the role or vary the Position Description, after consultation, in response to the changing needs of the College.

### **TERMS AND CONDITIONS**

The successful candidate will be provided with a Staff Handbook that sets out the expectations and requirements of employment at the College. Child protection legislation requires preferred applicants to be subject to employment screening. Sacred Heart Girls' College supports the principles of equal opportunity employment and encourages diversity in the workplace.

<b>Reports to</b>	Administration Team Leader, Director of Business Operations
<b>Internal Liaisons</b>	Leadership Team, Administration Team, staff, students and parents
<b>External Liaisons</b>	Visitors, contractors, prospective parents and students.
<b>Conditions</b>	<p>Education Support Officer - Category C (Level dependent on qualifications and experience)</p> <p>Part-time (0.3 FTE) –  Wednesday 8.00am – 4.00pm and Thursday 8.00am – 12.00pm.</p> <p>Salary and conditions are in accordance with the Victorian Catholic Education Multi Enterprise Agreement 2022</p>
<b>Appointment Time</b>	Fixed Term Contract – 1 Year