

Position Description

Position Details

TITLE: Afternoon Receptionist & Hire of Facilities Co-ordinator

Nº OF STAFF REPORTING TO THIS POSITION: 0

REPORTS TO: Director of Business Operations

NAME OF INCUMBENT:

PRINCIPAL OBJECTIVE OF POSITION:

The Receptionist is the first point of contact for the School and as such must present as professional, cheerful, courteous and obliging. The primary purpose of the role is to receive communication (in person or via the telephone) and direct the subsequent queries to the relevant School personnel. Also, to provide a range of clerical support services.

I accept this Position Description as set out in this and the following pages and acknowledge that it may require amending and updating periodically, due to changes in responsibilities and organisational requirements. I understand that changes to this Position Description will be discussed with me prior to implementation and will be consistent with the purpose for which the position was established.

Signed:	
<i>Employee</i>	<i>Date</i>
Signed:	
<i>Administrative Manager</i>	<i>Date</i>
Signed:	
<i>Director of Business Operations</i>	<i>Date</i>
Signed:	
<i>Principal</i>	<i>Date</i>

Responsibilities - Reception

Key Areas of Activity:	Key Performance Indicators:
1 Reception Duties	
a) Provide professional reception and switchboard services.	<ul style="list-style-type: none"> • Provide a courteous and efficient service to assist all enquires
b) Management of student absentees for the Middle School and Senior School.	<ul style="list-style-type: none"> • Maintain accurate daily absentees
c) Management of afternoon staff discrepancy report for the Middle School and Senior School	<ul style="list-style-type: none"> • Maintain accurate daily staff rolls
d) Clear fax machine of incoming faxes regularly and distribute them to relevant personnel;	<ul style="list-style-type: none"> • Timeliness
e) Provide Emergency Teachers (CRT's) with lanyard key, badge, and laptop. A time sheet (QF 43).	<ul style="list-style-type: none"> • Timeliness/Accuracy
f) Distribute the mail efficiently and effectively, and ensure mail is franked and ready for collection by 4:00pm daily;	<ul style="list-style-type: none"> • Timeliness/Accuracy
g) Process Purchase Orders once signed by the school accountant or Director of Business Operations	
h) Maintain accurate internal phone lists and distribute to staff	<ul style="list-style-type: none"> • Timeliness/Accuracy
i) Keep Reception area clear of clutter and tidy at all times;	
j) Maintain accurate answering machine messages;	
k) Purchase and maintain stationery supplies	<ul style="list-style-type: none"> • Adequate Stock Supplies
l) Operation/Monitor Cable Gates 1 and 2 and allow access for staff and delivery drivers.	
m) Purchase amenities for common room (i.e. tea, coffee, sugar, dish liquid);	<ul style="list-style-type: none"> • Adequate Stock Supplies
n) Order and ensure sufficient milk is available during term time – two deliveries a week. Milk is to be taken by trolley on delivery and placed in fridge in common room;	<ul style="list-style-type: none"> • Adequate Stock Supplies

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Author
Principal

Document Date (Version)

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Key Areas of Activity:	Key Performance Indicators:
o) Maintain the key safe and laptop safe;	<ul style="list-style-type: none"> • Security
p) Book taxis and couriers as requested;	
q) Make clear and accurate announcements over school PA system as requested (not during class times).	<ul style="list-style-type: none"> • Communication Skills
r) Lock front Reception doors in the morning and evening.	<ul style="list-style-type: none"> • Timeliness
2 Bus Bookings	
a) Coordinate all school bus bookings for excursions and sport including the use of school mini-buses and ensure that the Global Calendar is updated with bookings at all times;	<ul style="list-style-type: none"> • Timeliness of all Tasks
b) Maintain school mini-bus key log during the day, issuing keys to drivers as required and replacing them when returned;	<ul style="list-style-type: none"> • Timeliness/ Accuracy
c) Manage bus bookings for external excursions and camps (Budget or Thrifty for smaller self-drive, or Crown coaches for larger buses)	
d) Arrange hire of extra vehicles, as required.	
3 General Office Duties	
a) Communicate to the appropriate member of staff any queries from members of the public.	<ul style="list-style-type: none"> • Communication Skills
b) Perform other tasks which may from time to time be delegated by the Principal, Vice Principal, Director of Business Operations, School Accountant or Administrative Manager	
c) Provide backup for signing in/out of Knox Students in the absence of the Nurse.	
3 Other Duties	
a) Undertake other Ad hoc duties from time to time as agreed by the Director of Business Operations or Administrative Manager	

Responsibilities - Hire of Facilities Co-ordinator / Miscellaneous Invoices

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Key Areas of Activity:	Key Performance Indicators:
1 Facilities Duties	
a) Management of Hire enquiries via email or via phone.	<ul style="list-style-type: none"> • Communications Skills
b) Management of Facility Hire in the Global Calendar	<ul style="list-style-type: none"> • Accuracy
c) Liaise with Staff regarding availability for Hiring of Facilities	<ul style="list-style-type: none"> • Timeliness/Accuracy
d) Liaise with Director of Business Operations regarding costs on facility hire	<ul style="list-style-type: none"> • Timeliness/Accuracy
e) Draw up estimated costs to send to Hirer	<ul style="list-style-type: none"> • Timeliness/Accuracy
f) Draw up 'Hire of Facility Agreement' to send to Hirer	<ul style="list-style-type: none"> • Timeliness/Accuracy
g) Maintain accurate records of all 'Hire of Facility' documentation	<ul style="list-style-type: none"> • Accuracy
h) Invoice Hirer via debtors in synergetic	<ul style="list-style-type: none"> • Accuracy
i) Follow up any outstanding accounts with Hirer's and also Director of Business Operations	<ul style="list-style-type: none"> • Timeliness/Accuracy
j) Communicate to the appropriate member of staff any queries from members of the public regarding the hired facilities	<ul style="list-style-type: none"> • Communication Skills
1 Miscellaneous Invoices	
a) Manage miscellaneous debtors in synergetic	<ul style="list-style-type: none"> • Accuracy
b) Invoice miscellaneous debtors via synergetic	<ul style="list-style-type: none"> • Timeliness/ Accuracy
c) Follow up any outstanding accounts with miscellaneous debtor and also Director of Business Operations	<ul style="list-style-type: none"> • Timeliness/ Accuracy
d) Maintain accurate records of all miscellaneous invoicing documentation	<ul style="list-style-type: none"> • Accuracy

Relationships

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This position will build relationships with the following:

Internal: All staff and students.

External: Parents, members of the public, organisations and companies with which the School has direct dealing (e.g. bus companies, couriers, etc.), other companies and third parties as required for the task at hand.

Skills and Qualifications

KEY SKILLS / COMPETENCIES

- Excellent communication skills (both written and verbal);
- IT literate (Outlook, Word and Excel – intermediate level);
- Adherence to deadlines;
- Accuracy;
- Timeliness;
- Ability to prioritise;
- Well-organised.

PERSONAL ATTRIBUTES

- Highly-developed interpersonal skills;
- Reliability;
- Flexibility;
- Positive attitude;
- Sensitive to staff/student/parent needs;
- Sensitive to the public's needs;
- Professionalism;
- Friendliness;
- Personal presentation;
- Confidentiality;
- Current Working with Children Check;
- National Police History Check.

Position Impact

WHAT RESOURCES DOES THIS POSITION CONTROL OR INFLUENCE?

Nil