



## Job Description

### Receptionist (Primary 0.6FTE)

The Receptionist is one of the first points of contact for families and visitors to the College, with a focus on the Primary School. The position requires the incumbent to interact with students, staff, parents and visitors to the College in a professional, timely and courteous manner. The key role of this position is to provide an exceptional first impression to visitors to Mandurah Baptist College, either in person or on the phone. This is a job share position.

The Receptionist will be responsible for the provision of administrative support to the Primary Administration team as well as student attendance and will work in cooperation with others in the Student Services and Administration team to serve the best interests of the College and its students. This will include:

- Staff, student and parent liaison.
- Administration support to the office, teaching and support staff.
- Primary attendance administration

#### 1) General Duties

- 1.1. Provide a welcoming environment to students, families and visitors and ensure the office provides an effective and efficient service to students and parents of the College.
- 1.2. Manage the sign-in process for any parents or visitors to the College, including parent helpers, therapists and volunteers.
- 1.3. Answer and direct all incoming calls to the South Administration office.
- 1.4. Management of front office and reception area, keeping it clean and tidy.
- 1.5. Manage and monitor Primary student attendance records and the notification to parents daily.
- 1.6. Contribute to the provision of a safe working environment within the College.

#### 2) Administration Support

The role has duties and responsibilities as outlined, but not limited to:

- 2.1. Liaise with and troubleshoot student, parent and teacher enquiries.
- 2.2. Assist Student Services with any student enquiries or possible first aid needs.
- 2.3. Follow up and investigate any attendance discrepancies.
- 2.4. Follow-up unexplained and extended absences of students.
- 2.5. Collate and produce award certificates for Primary Assemblies.
- 2.6. Compilation and distribution of weekly Primary staff email newsletter.
- 2.7. Take any mail & information to the North Admin block and collect mail and paperwork for the South Admin block.
- 2.8. Rosters for staff devotions, staffroom duties and morning tea and staff monthly birthday celebration coordination.
- 2.9. Coordinate student artwork displays for Reception and Head of Primary office.
- 2.10. Assist with running messages to students or staff during the day.
- 2.11. Support and work in conjunction with the other part-time receptionist. This is a job share role which requires exceptional communication and weekly handover to each other.
- 2.12. Management of Primary School lost property items.
- 2.13. WHS reporting and recording as needed.
- 2.14. Help with general requests from staff as needed.
- 2.15. Other Duties as required by the Head of Primary, Deans and Office Manager.

## RELATIONSHIPS & AUTHORITY

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This role reports directly to line management: Office Manager

The Receptionist is expected to make decisions in accordance with College policies and protocols and as outlined in the Staff Handbook.

## SELECTION CRITERIA

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1. Excellent interpersonal skills and the ability to build rapport with young children, staff, parents and the community.
2. Attention to detail.
3. Excellent verbal and written communication skills.
4. Strong IT skills and good working knowledge of Microsoft suite of products. Ability to manage required data in a timely manner to support the needs of the college and staff
5. Ability to maintain absolute confidentiality, and to demonstrate initiative and creativity in work skills.
6. Ability to work as a team member.
7. Empathy towards students and their parents.
8. Excellent organisation skills.
9. Contribute to the safe working environment of the College.
10. Current Apply First Aid and CPR Certificate.
11. Experience with TASS and SEQTA school management software desirable.