

## Receptionist and Administration Officer Role Description

<b>TITLE</b>	Receptionist and Administration Officer – O’Keeffe Campus
<b>REPORTS TO</b>	Business Manager
<b>AWARD</b>	Victorian Catholic Education Multi-Enterprise Agreement 2022
<b>Level</b>	Education Support Level 2 Category B

As a staff member, the Receptionist and Administration Officer is expected to support the vision and mission of the school and ensure the college values are reflected in the way he/she works.

Mercy Regional College is a Catholic Co-educational Secondary College on two campuses – McAuley Campus, Camperdown and O’Keeffe Campus, Noorat.

The Receptionist and Administration Officer is appointed by the Principal and is directly responsible to the Business Manager.

As a member of the College staff, the Receptionist and Administration Officer works with all members of staff, both teaching and non-teaching. He/she is a member of the College Staff and therefore participates in various staff meetings and professional development activities.

### Position Summary

To provide Reception services and Office Administrative support to Mercy Regional College, staff, students, families and school community members.

### Organisational Accountabilities

#### Confidentiality

From both a legal and moral standing, confidentiality is critically important to Mercy Regional College.

An employee, neither during nor after the period of employment/engagement with the Mercy Regional College, except in the proper course of their duties or as permitted by the organisation or as required by law, divulge to any person any confidential information concerning:

1. The business or financial arrangement or position of this organisation or any related entity;
2. The personal, wellbeing or financial information of any student, staff member or any related stakeholder.

3. Any of the dealings, transactions or affairs of the organisation or any related stakeholder.

### **Workplace Health and Safety**

The welfare and safety of all staff is vitally important to Mercy Regional College. Employees should adhere to all the safety standards implemented throughout the organisation.

Your induction will include a comprehensive introduction to our OH&S policies upon commencement of your employment.

### **Child Safety**

Compliance with the College's Child Safety Policy, Child Protection Reporting Obligations Policy, and Safeguarding Children and Young People Code of Conduct, and any other policies or procedures relating to child safety.

## **Key Tasks and Responsibilities**

### **Customer Service:**

- Prompt, friendly, professional, and efficient serving of internal and external Mercy Regional College community members who attend reception.
- Administer the signing in/out of Visitors, parents, contractors and service providers, ensuring adherence to Child Safety requirements.
- Operate telephone system to answer the phone, check voice mail messages and transfer calls. Appropriate screening of calls for staff.
- Take messages and forward to staff via email system.
- Take messages for students and relay to them at appropriate times of day.
- Collect mail and distribute to staff.

### **Student Services:**

- Prompt, friendly, professional, and efficient serving of students who attend reception.
- Maintain daily attendance records of students, running student absence reports and where required, ensure SMS text message to parents regarding student absences and further follow up if required.
- Administer the signing in/out of students (i.e. late passes, leave passes, etc).
- Take messages for students and relay to them at appropriate times of day.

### **General Administration Duties:**

- Provide administration support to the Assistant Principal - O'Keeffe.
- Provide administration support to the staff at the O'Keeffe campus.
- Utilisation of internal databases including but not limited to SAS, SIMON, PAM, EMS360.
- Coordinate and complete staff photocopying requests in a timely manner
- Maintenance of home room tubs.
- Ordering and maintaining supplies as required.

- PA announcements at specified times.
- Maintain the office, foyer, and meeting rooms in a clean and orderly manner.
- Attend Liturgies, staff meetings, administration meetings, professional and personal development sessions as directed.
- Induction and training of staff (as required).
- Update and maintain Procedures Manual in conjunction with the reception team and the Executive Officer; and
- Any other duties as directed by the Principal, Business Manager or Executive Officer.

#### **First Aid Services:**

- Attend to students and notify parents, as per the procedural requirements of the College.
- Monitor first aid supplies and notify requirements.
- Maintain the First Aid room to be clean and tidy at completion of each day.

### **Key Selection Criteria**

- A proactive attitude with the demonstrated ability to build rapport, trust and confidence with stakeholders.
- Demonstrated excellent communication and organisational skills.
- The demonstrated ability to work as part of a team.
- Extensive experience in Microsoft office suite and Google suite.
- Ability to encourage good relations with the public and community.
- Ability to encourage a team approach to communication with the aim of providing the maximum level of communication between fellow staff members.
- Ability to prioritise tasks and work in a harmonious and efficient manner.
- Interest in expanding and increasing knowledge in an ever changing environment
- Always maintain confidentiality and privacy.
- Ability to demonstrate a commitment to the Catholic Ethos and values of the College.
- A Commitment to Child Safety including experience working with children, a demonstrated understanding of child safety and a demonstrated understanding of appropriate behaviours when engaging with children. You must be a suitable person to engage in child-connected work and must hold or be willing to acquire a Working with Children Check card and must be willing to undergo a National Police Record Check.

### **Academic qualifications or equivalent experience**

The person appointed to this position will require a Certificate 3 or Certificate 4 in Business Administration, or equivalent, or at least 3 years' experience in a similar role.

- Satisfactory National Police check.
- Working with Children Check.
- Car Driver's Licence.
- Either possess or be willing to obtain a Level II First Aid Certificate.