College Receptionist

The College Receptionist promotes the vision and mission of Our Lady of Sion College and contributes to its educational goals by creating a welcoming environment, attending to visitors, staff and students. The College Receptionist reports to the Business Manager and as a valued member of the office team contributes to the administrative support necessary for the efficient operation of the College. It is important that the College Receptionist sees the role as service oriented and responds positively to all members of the College community. The College Receptionist is required to pay attention to detail and ensure correspondence and communication is of the highest standard.

Specific responsibilities include, but are not limited to:

Reception/Switchboard

- Answer incoming telephone calls in a professional manner and direct calls to appropriate areas.
- Provide informed and friendly customer service to all College staff and visitors.
- Handle confidential information in an appropriate manner
- Greet and direct visitors on arrival to the College reception area and ensure all visitors sign in/out on arrival and departure.
- Ensure that visitors are issued with a security pass and that other security measures and checklists are completed.
- Receive and distribute messages and emails to administration and staff in a timely manner.
- Open and close automatic gates as required; monitor College calendar to ensure gates remain open for all after school events.
- Sort incoming mail, faxes and deliveries and distribute to staff.
- Keep reception area tidy and welcoming.
- Assist staff, students and parents as required
- Order couriers, taxis, flowers and goods as required.
- Monitor and report any issues with the telephone system, public address system, and other office equipment.
- Relieve and assist the Student Receptionist, including administering first aid when required.
- Ensure all staff voice mail accounts have a recorded greeting.
- Maintain and distribute internal phone list.

General Administration and Office Support

- Provide support to other members of the office staff as requested by the Business Manager.
- Assist office staff with bulk mail outs as required.
- Assist College Registrar with administration tasks, including, but not limited to: preparation for information nights, mail outs, preparation and distribution of prospectus and other school related marketing materials.
- Assist with photocopying, binding and other print service tasks.
- Type and prepare correspondence as required.
- Type and distribute the daily student bulletin.
• Type and distribute staff rosters.
• Order and maintain stationery supplies.
• Receive and collate acceptances for school functions.
• Accurately control and receive over the counter school fee payments.
• Enter new student/families on Maze database and maintain the database.
• Complete data entry of staff professional development in Maze.
• Act as point of contact regarding any queries related to the Victorian Student Number (VSN). Enter and make changes as necessary to the VSN.
• Assist Principal’s PA with College catering.
• Assist with administration of past students’ database and assist with the organisation of past student events.
• Assist teaching staff with non submission of work letter.
• Maintain College mobile phones, including: issuing and signing in of phones and recharging of batteries.
• Ensure integrity of Maze data for accurate completion of College CENSUS data.
• Maintain College MYKI cards, including distribution and adding additional funds to the card.
• Enter excursion details into Student Activity Locator (SAL) on Catholic Education Office Melbourne website.
• Enter information into the College Calendar.
• Ensure the annual distribution of student health and emergency contact information forms to parents/guardians.
• Update College databases with details as per changes to students’ health and emergency contact details.
• Adhere to all school policies related to privacy legislation.

• Other duties as requested by the Principal