



Sacré Cœur

Role Description Receptionist

Introduction:

In our Sacred Heart school there has been a long tradition of particular care for every student. It is the policy of Sacré Cœur to live out the values that reflect its Sacred Heart tradition. These values are embodied in the Goals of Sacred Heart education, which are:

1. A personal and active faith in God
2. A deep respect for intellectual values
3. The building of community as Christian value
4. A social awareness that impels to action
5. Personal growth in an atmosphere of wise freedom

Sacré Cœur places an emphasis on serious study and academic excellence. The curriculum is designed to engender the integral development of pupils, encouraging physical, intellectual, moral, creative and spiritual growth in a supportive and co-operative learning environment.

The Receptionist is a member of the Community Relations Office team.

Community Relations Office:

The Community Relations Office is responsible for Sacré Cœur's Marketing and Communications; Admissions; Reception; Brand Management and Publicity; Fundraising and Philanthropy; Alumnae Engagement; Heritage, Art and Archives; as well as engagement across a range of important community stakeholders such as the School Board; School Foundation; Community Council; Parents' Association, Alumnae Association; and various Affiliate Supporter Groups.

Role Overview:

The Receptionist acts as the primary point of contact for all student, parent and guardian, supplier and general public enquiries. As a primary gateway for all forms of external/internal communications, Reception must be an exemplar in all forms of face-to-face contact, telephone switch operations, record keeping and filing, database management, co-ordination of both electronic and traditional mail, student attendance and general administrative support as required.

The person in this role is required to be fully aware and accepting of the School's Child Safety Policy and ensure the wellbeing and protection of every child in its care.

Responsible to:

The Receptionist is responsible to the Principal, through the Director of Community Relations.

Key Responsibilities:

Front of House

- Greet visitors appropriately
- Determine visitor needs in a professional manner
- Maintain visitor register; issue visitor passes
- Offer refreshments to visitors where appropriate
- Direct visitors to correct person
- Receive all enquiries
- Provide first level of response to requests for information and complaints
- Ensure back up when absent from Reception desk
- Be mindful of security and movement
- Be aware of and report suspicious activity
- Oversee all reserved parking allocations

Environs

- Ensure exemplary presentation of main reception, foyers, the main corridor and the Parlour
- Maintain and organise reading material, floral displays etc

Answer Phone Calls

- Answer and address incoming phone calls in a timely and polite manner
- Deal with queries and provide correct information
- Filter and forward calls as appropriate
- Take and deliver messages accurately, completely and in a timely manner

Manage Mail / Email / Suppliers

- Sort and distribute incoming mail / email
- Prepare outgoing mail for dispatch and assist with bulk mail-outs
- Receive and dispatch all courier and supplier deliveries

Student Absence

- Enter all data pertaining to absences, follow up incomplete rolls and missing students
- Liaise with Year Level Co-ordinators regarding rolls and absences
- Proactively contact all parents and guardians of 'non-reported' absences

Database Management

- Update status records for student, staff and parents in school database system
- Enter all excursions into school database system

Community Relations Support

- Provide general administrative and event support to the Community Relations Office as required
- Assist with the sourcing of content for various publications eg newsletters

Clerical

- Photocopy and collate documents eg information booklets; semester reports; event programs as required
- File documents accurately
- Maintain equipment and report any malfunctions
- Oversee the monitoring, control and ordering of office supplies
- Prepare correspondence and documents as required
- Ensure birthday card program maintained
- Ensure logistical support provided for special events
- Provide general administration assistance to the Business Manager and the Director of Mission

Other

- Backup coverage of Sick Bay as required (training will be provided)

School Representation

- Maintain high levels of confidentiality and discretion

General Expectations:

Professional Development

- Attend relevant workshops, courses and conferences as agreed by the Director of Community Relations

Work Location

Work is to be conducted at Sacré Cœur. Reception staff are required to be placed and rotated as required through both Main and Joigny Receptions.

Office Areas

All staff are expected to:

- Maintain a professional and clean work environment
- Ensure all IT directories well organised and follow protocols
- Attend staff briefings as required

Staff Participation

Without compulsion all staff are warmly invited to:

- Attend all celebratory Community Relations events
- Attend general Sacré Cœur social functions

Other Duties

The Receptionist is expected to participate fully in the life of the School.

The Principal and/or the Director of Community Relations, Development and Marketing may allocate other duties to the Receptionist in accordance with the needs of the School.

Internal Relationships

Apart from Principal, primary relationships for the position are:

- Director of Community Relations, Development and Marketing
- Head of Joigny

Key Performance Indicators

Agreed fair and reasonable measures will be developed in conjunction with the Director of Community Relations.

Selection Criteria:

Essential Experience

- A strong background in front of house / customer service
- A recognised tertiary qualification preferably in a field related to the area of work required, or equivalent work experience
- Outstanding interpersonal skills and the ability to develop and maintain excellent relationships with members of the School community and members of the public
- Exceptional written and verbal communication skills including presentation skills
- Experience in delivering innovation and continuous improvement
- Knowledge of customer service principles and practices

Technical

- Knowledge of switch board and telephone answering systems
- Experience in database management with programs such as Synergetic
- Outstanding knowledge of Microsoft Office Suite especially Word and Excel (mail merge; labels etc)
- Holder of a current First Aid Certificate

Personal Requirements/Competencies

- Alignment with School values
- High level of professional dress and personal presentation
- Enthusiastic and highly motivated to contribute
- Operate effectively in a team environment
- Maintain high work standards
- Attention to detail
- Reliable, organised, efficient and ability to multi-task and work under pressure
- Flexible and operate effectively in a changing environment
- Current Victorian Working with Children Check