



ANNANDALE
CHRISTIAN
COLLEGE

the Way, the Truth, the Life

Life & Learning through Christ

RECEPTIONIST ROLE DESCRIPTION

<u>TITLE:</u>	Receptionist
<u>APPOINTED BY:</u>	Principal
<u>RESPONSIBLE TO:</u>	The Principal via the Enrolments & Administration Manager
<u>TEAM LEADER:</u>	Enrolments & Administration Manager
<u>Role:</u>	To assist students and teachers in the College to achieve the College Vision and Mission Statements:

Vision

*To be a college that celebrates life and learning
through Christ-centred Education.*

Mission

*To provide quality, Christ-centred education
through a partnership of parents, teachers and students
which recognises the Lordship of Christ
and the integrity of the Scriptures.*

ROLE SUMMARY:

The role of Receptionist at Annandale Christian College will work as part of the administration team, with the primary function of attending to all school business at the front desk, office mail and telephone. Employees in this classification receive supervision within a broad framework of policies and procedures.

LINES OF MANAGEMENT:

All staff members of Annandale Christian College are responsible to the Principal through an appropriate line of authority. The role of Reception is managed by the Enrolments & Administration Manager who reports directly to the Principal. This role is part of the larger Office Team.

DETAILS OF RESPONSIBILITY

1. Reception

1.1. People Interaction

- 1.1.1. Greet and attend to everyone who comes into the front office in a pleasant and professional manner as first point of call (if the Receptionist is unavailable - second point of call - Student Services, third point of call - Enrolments & Administration Manager and Principal's PA)
 - 1.1.1.1. Greet people with appointments, seat them and connect with relevant person
 - 1.1.1.2. Make tea/coffee/cold drinks available to people who are waiting longer than usual for appointments
 - 1.1.1.3. Issue and collect 'Visitor' badges and ensure Visitor book is completed by all tradespeople, incursion visitors and public visitors who will be on campus for a period of time
 - 1.1.1.4. Facilitate the answering of general enquiries, concerns and complaints from parents, College Community and public by connecting with relevant staff in our College
- 1.1.2. Answer phone within 3 rings in such a way that callers feel welcomed, valued and served as first point of call (if the Receptionist has not answered after three rings - Student Services, Secondary Office, Enrolments & Administration Manager, Principal's PA)
 - 1.1.2.1. Channel telephone callers to the appropriate person
- 1.1.3. Record RSVPs for functions, events, meetings
- 1.1.4. Inform parents of award recipients at Whole School Assembly/Awards Nights prior to the event (preferably a week in advance) if required by the Enrolments & Administration Manager
- 1.1.5. Perform general filing as necessary and ensure filing cabinets are neat and in order
- 1.1.6. Take and distribute detailed messages promptly
 - 1.1.6.1. Distribute items to the staff distribution pigeonhole into staff room

1.2. Payment/Goods

- 1.2.1. Unlock EFTPOS machine and Lock at the end day and store money tin in 'strong' room
- 1.2.2. Receive payments -cash, cheque or EFTPOS & credit card, and receipt into PC Schools
- 1.2.3. sign for incoming goods and distribute to relevant personal
- 1.3. Assist Staff
 - 1.3.1. Assist supply teachers in signing in procedure and time sheet as needed
 - 1.3.2. Keep up to date record of key register and provide supply teacher with key
 - 1.3.3. Distribute relevant forms and documents (excursion form, accident incident form, leave form)
 - 1.3.4. Assist Student Services Officer with student counter and first aid room during peak times or as required
- 1.4. Student Absentees and Early Departures
 - 1.4.1. Record student absences on PC Schools
 - 1.4.2. Support Studer Services Officer by printing Student Late & Early Departure slips on Gatekeeper
- 1.5. General Reception
 - 1.5.1. Have a clear understanding of Functional roles of staff
 - 1.5.2. Contribute to a calm, professional, welcoming office environment

2. Office/ Secretarial

- 2.1. Facilities
 - 2.1.1. Keep the front desk, front counter, waiting room, benches in copy room, laundry, enrolments room, and first aid rooms are clean and functional
 - 2.1.2. Ensure pens on front counter are sanitised and hand sanitisers are filled
 - 2.1.3. Notify IT manager when the photocopier toner cartridge is low
 - 2.1.4. Keep the photocopier supplied with paper, and remove uncollected paper after one day
 - 2.1.5. Monitor and maintain stocks of routine College documents including printing of College Prospectus documents, Initial Enquiry Forms, Enrolment Forms etc;
- 2.2. Incoming / Outgoing
 - 2.2.1. Send out Prospectus/Employment packages via post or email in response to straight forward initial inquiry without parental questions as required by
 - 2.2.2. Sort and distribute incoming mail into relevant pigeonholes (mail to Principal and HOP/HOS goes unopened to PA's)
 - 2.2.3. Prepare outgoing mail
 - 2.2.4. Send group texts and emails to families as required by Line Manager

- 2.2.5. Ensure class Daily Pod is emptied and distributed each morning and prepared for collection by 2:30
- 2.2.6. Assist with the copying and distribution of invitations, notices, etc as requested by Line Managers
- 2.2.7. Distribute year books at the end year and/or first term
- 2.2.8. Submit school crossing supervisor timesheets to Department of Transport
- 2.3. Support (tasks in this section must be given via the Team Leader)
 - 2.3.1. Produce documents from written text including letters, certificates etc;
 - 2.3.2. Provide secretarial and data entry support for Line Managers
 - 2.3.3. Provide secretarial support to End of year Celebrations Coordinator
 - 2.3.4. Photocopy documents as requested by Line Managers
 - 2.3.5. Provide secretarial support for major camps
 - 2.3.6. Scan documents for staff as requested
 - 2.3.7. Keep records of attendees for various events with RSVP notices (eg whole school staff meeting attendees)
 - 2.3.8. Make appointments for Line Managers and parents to protocol for booking with teachers
 - 2.3.9. Provide clerical support to Head of Teaching and Learning regarding preparation of Funding applications
 - 2.3.10. Provide administrative duties to coffee cart team prior to regular operations, if required
 - 2.3.11. Scan incident reports and place on PC Schools and V drive. Hand hardcopy to Principal PA
- 2.4. Data Base
 - 2.4.1. Update family contact details into PC Schools (phone numbers, email, addresses, etc) as changes are advised by families
 - 2.4.2. Run and Print PC Schools Reports
- 2.5. Student Records
 - 2.5.1. File student reports as necessary
 - 2.5.2. Prepare and maintain student files as directed by Enrolments & Administration Manager

3. Other

- 3.1. Be a backup for care and monitoring of student coming in for sick bay treatment as per policy/procedure
- 3.2. Participate in College promotional events as requested
- 3.3. Provide administration support as requested by college admin through Enrolments & Administration Manager

- 3.4. Any other duties as specified by the line manager
- 3.5. Oversee the organisation of the annual College photographs and distribute orders if required
- 3.6. Assist in arranging hospitality as needed
- 3.7. Regularly check ACC website and alert Enrolments & Administration Manager when content needs updating

Responsibilities for all Staff – Including this role

Occupational Health and Safety Obligations

- Know the procedures for dealing with issues of an emergency nature;
- Assist the College Executive team in identifying hazards in the work place;
- Assist with the assessment of risks associated with identified hazards
- Participate in the development and review of risk assessment management procedures;
- Ensure that, by the employees individual actions, omissions or negligence, they do not place themselves or other persons at risk of harm or ill-health in the work place;
- Follow risk management procedures when undertaking tasks and projects;
- Follow the reasonable direction of supervisors;
- Not interfere with, or misuse, any device or equipment that has been provided as part of a risk management measure;
- Report as soon as practicable and without delay to supervisors any matter that relates to hazard identification or risk assessment that affects the College's capacity to ensure a safe and healthy workplace;
- Report as soon as practicable and without delay to supervisors any adopted matter that indicates that the risk management procedures are inadequate to control a risk;
- Report as soon as practicable and without delay to supervisors any incidents or near misses that relate to occupational health and safety;
- If requested, respond and render assistance to any person who is working in the College who is suffering injury or illness.

Policies and Procedures

- Be familiar with and comply with all College Policies, Procedures and instructions as provided in various handbooks and updated from time to time.

Reporting Suspected Child Abuse

- Immediately report any suspected case of Child Abuse to the Principal.

Qualifications, Membership Status and Visas.

- Ensure your Qualifications (eg First Aid), Membership Status (eg Blue Card or Queensland College of Teachers) and Visa's (if you are not an Australian Citizen) re current and payment is up to-date.

SELECTION CRITERIA

Demonstrated personal faith and commitment to the Lord Jesus Christ – including regular church attendance; lifestyle consistent with the expectations of Protestant evangelical churches; and full agreement with the school's Statement of Beliefs;

Demonstrated high-level interpersonal and communication skills - including professional office dress standard; a confident, cordial and welcoming telephone manner; commitment and ability to

maintain high level of confidentiality necessary within a school office environment; and the ability to work collegially with all members of the College community both individually and as a team member;

Demonstrated knowledge or ability to acquire knowledge of administrative policies, practices and procedures used in schools – including modern office clerical operations and functions (paper and electronic filing systems, receptionist and telephone techniques, and letter and report writing); and basic knowledge of PC Schools Management System

Demonstrated proficiency in IT – including Microsoft Office 07: Word, Excel, PowerPoint and Publisher; ability to type accurately at speed (minimum 40 words per minute); strong English skills (spelling, grammar and punctuation) and the ability to proof-read work accurately

SC5: Basic understanding of occupational health and safety, equal opportunity and anti-discriminatory practices and behaviour as applies in an independent Christian school workplace environment- including a current Senior First Aid and CPR certificate

This Role Description was adopted in 2013.

Revised in April 2016 July 2017, April 2019 and June 2022

VALIDATION

I, _____, understand the requirements, essential functions, and duties of my role/ position at ACC as outlined in this role description.

Employee Signature: _____

Date: ____ / ____ / ____

Principal Signature: _____

Date: ____ / ____ / ____

Purpose:	This position description and role/ responsibilities statement is used to clarify and make explicit the position of Receptionist.	
Scope:	For Annandale Christian College's Board, Officers, employees and students and parents.	
Version	Version 24 March 2022	
Status:	Final	
Authorised by:	Principal	Date of Authorisation: 25 August 2025
References:		
Review Date:	Every year	Next Review Date: August 2026