



MACQUARIE COLLEGE
Seventh-day Adventist Schools (NNSW) Ltd

Administration Officer - Reception
Job Description

Context

Macquarie College is a Seventh-day Adventist integrated Pre-School to Year 12 coeducational campus. It is renowned for its high academic standing, its cultural and sporting pursuits and disciplined learning environment. The high priority given to Christian values and student welfare and the open and natural setting of the College makes it a highly desirable centre of education and learning.

In keeping with the unique character of the College, staff members, both part-time and full-time, are expected to have regard for the Adventist faith, practice and culture. It is desirable that the appointee would be a practicing Christian and have an understanding of the philosophy and practice of Christian education.

Position: Full-time/ Fixed Term
38 hours per week ~ Monday-Friday 8.00am to 4:00pm
Stand down time will be in effect during term breaks.

Reports to: Office Coordinator
(In the absence of the Office Coordinator, reporting defers to Registrar)

Direct reports: Nil

Remuneration: In accordance with the Ancillary School Staff Enterprise Agreement

Employment Conditions:

Employment at the College is subject to, and inclusive of, the following conditions:

- A successful 'Working With Children Check' prior to commencing employment
- A three-month probationary period
- An annual review with the reporting supervisor
- Adherence to the Staff Code of Conduct
- Adherence to the College Professional Dress Code
- Other conditions as determined by the terms of the Ancillary School Staff Enterprise Agreement and applicable College policies.

Position Summary

The role of the Administration Office - Reception is to present a professional and friendly first point of contact to all students, staff, parents and external stakeholders both over the phone and face to face. In addition to directing calls and greeting clients, the role is responsible for efficiently providing and processing information in response to inquiries, concerns and requests from students, staff, parents and future families.

The Receptionist will work under the supervision and direction of the Office Coordinator and in co-operation with other members of the Office Administration team.

Duties

Duties include, but are not restricted to:

1. Reception

- a) Promptly provide professional reception services by answering and forwarding incoming calls on a busy switchboard and responding to counter and email enquiries from parents, students, staff and future families.
- b) Direct enquiries, requests and complaints to designated staff promptly as per office protocols.
- c) Answer enquires about the College and College activities in a highly professional manner and with a detailed knowledge of the College.
- d) Source all necessary information with regard to College activities to enable provision of such information to clients.
- e) Manage the visitor sign in/sign out and induction process.
- f) Make internal student or staff announcements as required.
- g) Data entry as required, including but not limited to new enrolment data.
- h) Use computer software packages such as Google, Microsoft Office Suite, Adobe Suite and Student Information System (SIS) efficiently and competently to complete daily administrative tasks.

2. General Administration

- a) Maintain a safe, clean and attractive reception area.
- b) Operate a variety of office equipment; ensuring adequate supplies and effective function at all times, and assisting users as required.
- c) Receipt, process and document payments including cash, cheques and EFTPOS as per College process.
- d) Receive, store and distribute mail and deliveries, notifying staff as appropriate.
- e) Manage College resource and room bookings.
- f) Make staff bookings for internal rooms and resources via intranet booking system.
- g) Maintain College key register and College bus bookings.
- h) Manage JS staff leave forms and casual staff timesheets.
- i) Process Volunteer Working with Children Checks and maintain register.
- j) Maintain stock of College information forms, including enrolment packs.
- k) Manage Parent/Teacher interview and Uniform Store bookings and assist parents with online bookings.
- l) Assist with administration tasks during times of peak workload and with large-scale events (e.g. student Orientation, Open Day, graduations etc...)
- m) Assist the Principal, Business Manager and Staff as requested.
- n) Order gifts/flowers for special occasions and events as requested.

- o) Communicate with parents via email and SMS as required.
- p) Provide administration support to Ancillary staff as required.

3. Sick Bay

- a) Assist with triage, treatment and monitoring of students in Sick Bay as a backup or in an emergency.

4. Enrolment Administration

- a) Field enrolment enquiries with basic enrolment information, directing more detailed enquiries to the Registrar.
- b) Assist parents with online appointments for Enrolment Processes where applicable.
- c) Upload enquiry information to College database.
- d) Prepare and distribute Enrolment packs to prospective student families in a timely manner.
- e) Schedule tours for the Registrar with prospective families.

Relationships to Colleagues, Parents and Students

All staff are expected to:

- Maintain a professional and collegial relationship with colleagues, parents and students.
- Follow line management.
- Work independently and as part of a team by contributing to a positive and effective team and working environment.

Occupational, Health and Safety Responsibilities

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for the safety and health of the worker and of others, in adhering to safe work procedures and duty of care.
- Co-operate with the school management in its fulfillment of its legislative obligations.
- To report any injury, hazard or illness immediately, where practicable to their supervisor.
- Not place others at risk by any act or omission.
- Not willfully or recklessly interfere with safety equipment.

SELECTION CRITERIA

Essential

- Proven experience and qualifications in corporate reception and office administration
- Good numeracy skills, attention to detail and accuracy.
- Able to follow directions and work unsupervised and in a team.
- Good organisational skills and able to complete tasks within a limited time.
- Ability to prioritise office flow and efficiently manage phone and visitors simultaneously.
- A sound working knowledge of email, Advanced Word and Excel, Student Information Systems and familiarity with EFTPOS.
- Proven ability to maintain regular, consistent and professional attendance and punctuality and adherence to the Code of Conduct.
- Proven ability in building rapport and relationships with both external and internal

clients.

- Proven ability to prioritise tasks.
- Proven ability in exercising discretion, initiative and drive.
- Proven high level written, oral communication and interpersonal skills.
- Proven ability to maintain high work standards with minimal supervision.
- Proven record of upholding confidentiality and trust within the workplace.

Desirable Criteria:

- Experience within an educational environment.
- TAFE/Tertiary Qualification in Reception, Office Administration, or Business Administration.
- Senior First Aid Certificate.
- Experience with an Alcatel-Lucent Switchboard or similar.

Applications close: 4 pm Friday 15 September 2017

- Written applications must be forwarded to The Principal, Macquarie College, PO Box 517, Wallsend, NSW, 2287 or employment@mc.nsw.edu.au
- Applications must be marked confidential and quote the position title;
- Provide a supporting statement addressing the essential and desirable criteria as detailed in the position description;
- Provide a CV showing qualifications and experience, and the contacts of three referees.

For further enquiries contact Angela Jackson: enrolments@mc.nsw.edu.au or phone 02 4954 6222.

For further information about the College: www.macquariecollege.nsw.edu.au