



Pymble Ladies' College

POSITION DESCRIPTION

Title: Receptionist – IH Building
Reports to: Executive Assistant to the Principal

ORGANISATION SUMMARY

Pymble Ladies' College is a K-12 day and boarding school of the Uniting Church in Australia committed to providing quality educational opportunities for girls within the context of the Church ethos. The College is non-selective and welcomes girls of Christian and non-Christian faiths. With over 2100 students and more than 800 employees, Pymble Ladies' College is a dynamic and progressive educational organisation.

One of the key elements of our strategic plan *Towards 2020: Striving for the highest* is the provision of a personalised education for all girls that is universally acknowledged for its quality, innovation and excellent opportunities. This is underpinned by a strong focus on the development of an innovative and relevant academic and co-curricular curriculum that reflects individual and unique strengths, interests and promotes the wellbeing of girls and young women.

POSITION SUMMARY

The Receptionist – IH Building reports to the Principal through the Executive Assistant to the Principal and is responsible for providing exceptional quality customer service in an effective, efficient and professional manner. The role is significant to the public relations function of the College by providing customer service to all students, staff, parents and external customers.

Within this, key functions of the role are to:

- Maintain the Reception area to ensure presentation and operation of the facility is of a high quality
- Represent the College and our values as the first point of contact for visitors
- Manage the switchboard to ensure efficient telephone service and timely responses to enquiries
- Support a range of administrative functions
- Provide visitors, students, staff and parents with a high level of service to facilitate their needs.

The position provides high quality information, administrative and support service to facilitate the achievement of organisational goals. The Executive Assistant to the Principal will oversee the tasks and functions appropriate to the daily, short and long range administrative needs of the College and in consideration of staff expertise.

KEY RESPONSIBILITIES

1. Management of the Switchboard

- 1.1 Ensure that processes for responding to calls and follow through are prompt and effective and meet the needs of the caller
- 1.2 Develop mechanisms for the delivery of phone messages to staff when they are unavailable ensuring that the message is delivered effectively and in a timely manner
- 1.3 Manage all enquiries with diligence, consistency and care
- 1.4 Develop communication and operational manuals to ensure services will be maintained when other staff members relieve in the role.

2. Management of Reception

- 2.1 Ensure that the Reception area is maintained and presented in a professional and appropriate style
- 2.2 Support the needs of the Principal's Office when requested
- 2.3 Interact with all members of the community including external visitors in a manner that reflects a high degree of professionalism, sensitivity and care
- 2.4 Direct enrolment queries promptly to appropriate staff member
- 2.5 Support the collation of print materials for the Enrolment packages
- 2.6 Assist with Enrolments, Marketing and Media Relations administrative duties
- 2.7 Provide timely, current and accurate information in relation to College events
- 2.8 Ensure that communications and follow through for enquiries is provided to staff in an efficient and helpful manner.

3. Record Keeping

- 3.1 Develop and maintain clear processes for recording information to ensure accuracy and timely delivery of communication throughout the College
- 3.2 Initiate checking mechanisms to ensure receipt of information
- 3.3 Record all enrolment phone calls in relation to requests for Enrolment packs
- 3.4 Ensure that the processes for emergency procedures are clearly understood and can be implemented effectively

3.5 Ensure all visitors log in through the electronic system

3.6 Update the Critical Medical Alerts book for current students as required.

4. Relationship Management

4.1 Develop a strong, professional relationship with members of the College community

4.2 Contribute to decision-making processes in support of the College

4.3 Embrace the concept of team and demonstrate a respect for the value of professionals working towards the attainment of a shared vision

4.4 Provide effective leadership to staff through the use of well-developed conflict resolution and negotiation skills.

5. Communication and Marketing

5.1 Conduct all communication with students, staff, parents and members of Pymble Ladies' College community and external entities in a professional and respectful manner

5.2 Ensure all written communication is courteous, professional, accurate and reflective of the professional standards of the College

5.3 Contribute towards the development of effective communication through developing positive and professional relationships with all staff

5.4 Support staff and members of the College community in the provision of information relating to the range of College activities and events.

6. Facilities, assets and resources

6.1 Model best practice standards in the use and care of College facilities

6.2 Set and maintain clear processes and policy for the use and care of equipment and assets within the switchboard and Reception area

6.3 Keep the reception area neat, tidy and inviting.

7. Risk Management

7.1 Ensure that work undertaken is done within the policy of Risk Management and WHS practices

7.2 Meet the expectations for safety in the workplace and report potential risk to the Executive Assistant to the Principal

7.3 Remain informed about Emergency Response procedures and be capable of following and applying these should it become necessary

7.4 Report directly to the Principal on any matters relating to child protection.

8. Professional Learning

8.1 Remain abreast of current and best practice standards

8.2 Identify and participate in training programs that will enhance innovation and improve knowledge and skill.

9. Other duties may be required from time to time

POSITION REQUIREMENTS / CAPABILITIES

- Willingness to support the ethos and values of the College
- Demonstrate the ability to manage a switchboard efficiently and in a professional, timely manner
- Demonstrate the ability to communicate in a warm and professional manner and to provide excellent follow through on enquiries
- Understand the significance of first point of contact in the management of the Reception area of the College and perform duties accordingly
- Demonstrate the ability to perform general administrative duties
- Manage relationships with the College community in a supportive manner and display a willingness to provide a high degree of customer service
- Display a willingness to provide administrative support to other operational areas
- Possess the oral skills to be effective and engaging in the provision of information about the College
- Demonstrate the ability to initiate clear processes for the effective management of Reception and Switchboard to facilitate other staff in the role
- Ability to work productively and collaboratively as part of a team
- Well-developed communication and interpersonal skills
- Demonstrated commitment to continuous improvement
- Ability to demonstrate professional conduct and discretion at all times.