



**TRINITY
GRAMMAR
SCHOOL, KEW**

Position Title	Receptionist
Employment Type	Full Time
Award	Educational Services (Schools) General Staff Award 2010
Reports to	Business Manager
Direct Reports	Nil

At Trinity Grammar School Kew (Trinity) responsibility for the protection of children is shared because children are safeguarded only when all individuals accept responsibility and work together and play their part in keeping children and young people safe from harm and abuse.

All Educational Support Staff are required to:

- Support and adhere to the School's Child Protection Policy, Staff Code of Conduct and child abuse reporting policies and procedures.
- Attend and take part in child protection training including the completion of online modules on the detection and reporting of child abuse.
- Report cases of suspected child abuse in accordance with Trinity policy and legal obligation.

Position Summary

The Receptionist is responsible for presenting a positive first impression of Trinity Grammar School to callers and visitors at our Main Reception, located at our Senior School. Specifically, the Receptionist is responsible for front-desk activities and providing administrative support.

Key Responsibilities

- Diary and calendar coordination;
- Management of meeting room bookings;
- Greeting all welcoming all visitors to the School;
- Notifying members of staff when their scheduled visitors arrive;
- Responsible for the School's primary email account;
- Handling queries and complaints via phone, email and general correspondence;
- Answer, screen and forward all incoming calls and queries, providing the highest level of customer service;
- Management of visitor sign-in and sign-out processes;
- Bookings of trips and tours, including incursions and excursions;
- Coordinate bus bookings with relevant bus companies;
- Entering student absences into synergetic;
- Processing attendance of Trinity Grammar School students at Rutyon Coordinate Program classes;
- Updating staff daily absences;
- Coordinating taxi bookings;
- Coordinate items dropped of by parents during the day for their children/ students.
- Sending emails with approved Educational Support Staff (ESS) leave and the ESS leave schedule;
- Maintaining staff phone registry for trips and excursions;
- Ordering of flowers, etc for occasions;
- Responding to any issues which may arise swiftly;
- Ensuring the front office reception area is always tidy and presentable;
- Supporting wider administrative team with any ad-hoc administrative duties as is appropriate;
- Stakeholder engagement and customer-service focussed approach during all interactions;
- Other tasks and duties within the classification of this role, as deemed appropriate by the Business Manager.

Key Selection Criteria

- High level of competency in all required software including Microsoft office suite (including OneNote), Adobe suite, Skype for Business and Synergetic as well as basic spread-sheeting and social media tools.
- Exceptional time management and organisational skills;

- Effective interpersonal skills, with the ability to deal with a diverse range of people via phone and in person;
- Strong administrative skills, record keeping and attention to detail;
- Proven experience in a professional Receptionist, Customer Service, Administration or similar roles;
- Proficiency with a range of office equipment;
- Excellent written and verbal communication skills;

Key Skills and Attributes

- Genuine passion for team engagement and collaboration.
- Personable.
- Ability to multi-task.
- Calm and patient.
- Strong attention to detail.
- Ability to meet deadlines under pressure through effective time management.
- Customer focussed.
- Highly organised and proactive work style.

Performance Criteria

- Building and maintaining quality relationships with all stakeholders;
- Efficiently responding to all enquiries as soon as possible;
- Efficient and accurate generation of reports and correspondence;
- Accurate bookings of all incursions and excursions;
- All visitors to the School have a seamless and pleasant experience.

Special Requirements and Qualifications

All employees of Trinity Grammar School must hold a valid Working with Children's Check.

- Minimum 3 years executive/administrative support in organisations with strong service reputations and continuous improvement cultures.
- Experience in stakeholder engagement.
- Experience working with multiple data sources and databases.

Approval

This position description was approved by the Human Resources Manager, February 2019.