

ADMINISTRATION OFFICER – PARENT RECEPTION

Position:	Administration Officer – Parent Reception		
Status:	0.4 FTE Ongoing		
Department:	Administration		
Hours:	8.15am to 4.15pm, Thursday and Friday		
Qualifying Period:	3 months		
Salary & Annual Leave:	Education Support Level 2 as per the Victorian Catholic Education Multi Enterprise Agreement 2022. Category C: 7 weeks annual leave (to be taken during school holidays)		
Superannuation:	As per award		
Sick Leave:	As per award		
Long Service Leave:	As per award		
Organisational Context:	Damascus College is a Catholic co - educational secondary College located on a beautiful 22 - hectare site, seven kilometres from the Ballarat CBD. The College community offers learning opportunities which inspire and challenge students to reach their potential and to contribute confidently to a global community.		
Position Objectives:	To provide a first point of contact for parents and visitors to the school. To answer general enquiries from parents and the broader community. To receipt money received over the counter at school. To provide administrative assistance to teaching staff when time permits.		
Organisational Relationships:	Reports to:	Leader of College Administration	
	Leads:	Nil	
	Internal liaisons:	All staff, and occasional students	
	External liaisons:	Parents, general visitors and general enquiries via phone.	

Accountability:

- Providing a welcoming and informative front of house service to parents and broader community
- The College switchboard, outgoing and incoming mail and the general appearance and cleanliness of the front office
- Receipting of money received at reception

This position has no delegated authority for expenditure except for the purchase of stationery and paper.

Key Responsibilities:

- Attend to incoming telephone calls and operation of the switchboard
- Attend to the front reception desk for staff, parents and other College visitors (students on occasion)
- Word processing of documents (Job Requests) required by school staff, both teaching and non-teaching as directed by the Office Manager
- General photocopying
- Clear fax machine messages
- Outgoing mail, to be cleared at 4pm daily
- Distribution of incoming mail to staff pigeon holes
- Record staff absences on SIMON
- Purchase stationery for administration staff and paper for whole of school
- Maintain general cleanliness of front office
- Maintain general cleanliness of front kitchenette
- Provide support to the Principal's office via the directive of the Principal's Executive Assistant, as required
- Make PA announcements and manually override bell system on occasions eg: TA interview days (as required)
- Daily Bulletin – type messages, check and approve messages in SIMON
- Print class lists as requested
- Access SAS re: student information, for staff when required
- Advise Principal's EA of any change of details for students, staff etc.
- Advise Office Manager of any Newsletter items
- Record authorised student movements on / off school property (when required)
- Check student exit forms for completion by relevant staff and forward exit forms to Principal's Executive Assistant
- Assist with "mail-outs" as/when required eg: fee statements, photo information, etc.
- Update/archive student hardcopy files
- Update staffroom pigeon holes (each term)
- Receipt monies received by both parents and students
- Prepare and process banking
- Forward relevant documentation to Finance office

- Send relevant copies of purchases to Finance office for payment
- Other duties as requested by the Principal

Secondary Responsibilities (when required)

- Record absences as phoned in by parents
- Attend to students in sick bay
- Record incidents in accident book

Qualifications, Skills and Experience:

Essential:

- Previous office administration experience

Desirable:

- Certificate in administration preferred but not mandatory
- Level 2 First Aid
- Anaphylaxis Training

Specialist Skills and Experience:

- Advanced level of Word Processing and moderate Excel skills
- Good knowledge of operating a phone switchboard
- Skills and experience in receipting payments

Interpersonal Skills:

- Friendly and polite
- Good phone manner
- Welcoming
- Compassionate
- Fair level of written communication skills
- Approachable and flexible

Key Performance Indicators:

- Switchboard is operated efficiently
- Visitors are welcomed and assisted in a timely manner
- Front office is well presented and tidy
- Other administration tasks are undertaken in a timely and efficient manner

Security Checks Required:

- Police Check
- Working With Children Check

Selection Criteria:

- Demonstrated understanding of, and commitment to the ethos of Damascus College as a Catholic School in the Mercy tradition
- Experience in an office administration and/or receptionist role
- Strong communication, interpersonal and teamwork skills
- Strong Information Communication Technology skills
- Ability to prioritise tasks and work in a fast-paced environment
- Experience in managing confidential information at all times in relation to students, staff and school operations