Position Description: Receptionist/Administrative Assistant

The Receptionist is our key contact person for people attending and phoning Ridley and is responsible for the provision of high quality service, administrative and secretarial support. They are required to display a high level of professionalism, while interacting with the internal and external community and when dealing with confidential and sensitive issues and documentation. The Receptionist also assists with events, room management and fielding enquiries. The Receptionist is required to develop a high level of understanding of the operations of Ridley and its key stakeholders both within and outside the college.

Status: Permanent 4 days per week (31.5 hours per week).
Days: Tuesday – Friday.
Hours: 8.30am – 5.00pm Tuesday – Thursday 9.00am – 5.00 pm Fridays.
Appraisal: Probationary period of 3 months.
Accountable to: Facilities Manager.

Summary of key responsibilities:

1. Reception & welcome of visitors attending to phone calls and answering queries.
2. Updating the event, room and Visitors accommodation calendar systems.
3. Attending to basic catering (tea/coffee/food) for meetings as required.
4. Attending to phone calls and forwarding as necessary.
5. General office administration, including photocopying and administrative assistance to staff.

Responsibilities: The Receptionist/Administrative Assistant is responsible and accountable for but not limited to, the following tasks:

1. Hosting and Hospitality
   - Welcome people/visitors to Ridley/Reception & assist as needed
   - Set up catering (tea/coffee/food) for special meetings as required.
   - Monitor the events calendar and room bookings and organise room bookings as needed in conjunction with the Facilities Manager.
   - Manage the scheduling of bookings of our Visiting Lecturers guest accommodation flat in consultation with the Facilities Manager.
   - Assist in the planning and execution of Ridley events e.g. annual dinner, graduation, public lectures.

2. Communications
   - Maintain a pleasant and friendly manner while communicating with Ridley faculty, staff, students and visitors.
   - Attend to phone calls & forward as necessary. Screen for telemarketing calls.
   - Attend to queries from prospective students via phone, mail and email using information provided by the registrars.
   - Forward queries from prospective students via phone, mail and email using information provided by the registrars.
   - Forward general email enquiries and pass to relevant departments.
   - Deliver the Ridley outgoing “snail mail” by car to the Parkville post office when required.
   - Maintain Ridley notice board in conjunction with Marketing and Communications Officer.

3. Administration
   - Open and close reception building on time.
   - General photocopying and filing.
   - Ordering of office stationery and supplies.
   - Process the incoming and outgoing daily mail.
   - Record incoming donations and other payments received.
   - Maintain front desk petty cash & cash receipt book for miscellaneous office purchases e.g. postage, personal printing, meal tickets etc. and record incoming and outgoing transactions.
• Assist staff, faculty & adjunct/visiting lecturers with administrative tasks including large mail outs such as
  the Ridley Report.
• Sign keys in and out to relevant trade’s people and staff, updating the key register and where required, in
  consultation with the Facilities Manager.
• Assist the Facilities Manager with administrative duties.

4. Other duties
• Other tasks as directed by the Facilities Manager and Reception procedures manual.

Essential Key Selection Criteria
• Receptionist experience.
• Excellent interpersonal and communication skills and the ability to maintain a pleasant and friendly working
manner.
• Excellent time management skills and a high degree of flexibility.
• Ability to work efficiently and effectively with a high degree of attention to detail.
• High degree of proficiency with Microsoft Office 2010 with particular emphasis on Outlook email and calendar
management systems, Power point and Excel.
• Graphics and image design for basic advertising.
• Touch typing 60wpm and transcription.
• A can do attitude.

Key performance Criteria: Receptionist/ Administrative Assistant

1. Hosting and Hospitality
• Having food and drinks ready for special meetings on time and cleared afterwards within an hour of finish.
• Keeping refreshment supplies for meetings stocked.
• Logging the need for catering as requested by meeting organisers in the events calendar.
• Keeping a daily check on room bookings and Ridley events in the events calendar and liaising with the Facilities
Manager regarding changes and queries.

2. Communications
• Demonstrating excellent interpersonal skills and telephone manner when answering enquiries.
• Answering telephones within 3 rings, or ASAP if on another line.
• Introducing and transferring phone calls to staff as appropriate.
• Recording messages and passing them on to relevant staff members.
• Utilising direct and open lines of communication with colleagues and clients.
• Negotiating to achieve mutually acceptable outcomes when conflict occurs.
• Directing prospective students via phone and email to the Registrar’s office and by emailing or posting them
information as requested.
• Managing and disseminating staff and student related information in a professional manner to ensure
confidentiality.

3. Administration
• Arriving at work on time to open the administration building and closing on time.
• Sorting mail and passing it to relevant staff via pigeon holes.
• Reading and responding to or filing emails/mail.
• Completing filing in an orderly manner.
• Completing photocopying / scanning / faxing as requested.
• Ensuring adequate supplies of stationery and supplies of letter heads and envelopes.
• Ongoing organisation of the stationery room.
• Typing letters, emails and other communications as required.
• Receiving donations and petty cash monies and logging the receipts in the red book.
• Storing all monies and receipts in lockable container.
• Passing all donations received and all other payments to the Accounts Officer, recording them in the red log book.
4. Standards of conduct

- Adherence to the standards of behaviour and practices of pastoral ministry as detailed in the *Faithfulness in Service Code and Code of Good Practice of the Anglican Church of Australia*.
- Promoting a professionally supportive work environment
- Performance of duties in a professional and ethical manner while ensuring safe practices followed at all times.
- Managing and disseminating staff and student related information in a professional manner to ensure confidentiality.

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**Agreement: Receptionist/Administrative Assistant**

I have read, understood and agree to comply with this job description and the key performance criteria.

Employee Name (print clearly): ________________________________

Signature: ________________________________

Date: ________________________________

Manager:

Name (print clearly): ________________________________

Signature: ________________________________

Date: ________________________________

Date drafted - Feb 2017.

Latest editing - March 2017

Date reviewed March 2017.