



Guildford Grammar School

POSITION DESCRIPTION

Position Title:	Receptionist and Finance / Facilities Assistant
Date established:	October 2024
Reports to:	Assistant Director of Business and Administration

POSITION OVERVIEW

The Receptionist and Finance/Facilities Assistant is responsible for providing an efficient and customer-focused front desk reception and telephone service for the Bursar's Office. The incumbent will provide superior customer service support to internal and external customers, ensuring all are handled courteously and efficiently. Additionally, the Receptionist and Finance/Facilities Assistant will provide effective administrative support functions related to the finance and facilities operations of the School.

The role will require the incumbent to provide effective and accurate assistance in response to enquiries received at reception, including ensuring that incoming calls are answered professionally and forwarded to the appropriate person in a timely manner. The Receptionist and Finance/Facilities Assistant ensures that all visitors are welcomed in a polite and courteous manner and ensures they are directed without delay to the appropriate person. Additionally, maintaining the front desk reception and office area at a professional standard is a critical part of the role.

REQUIRED COMPETENCIES AND SKILLS

Education and Training

- Previous experience in an accounting environment including debtors and creditors processes and reconciliations (desirable).
- Demonstrated experience with Excel spreadsheets.
- Experience with Synergetic and Xero financial software (desirable).
- Experience with electronic document management system (desirable).

- TAFE or Business College qualifications in Business / Office Administration will be highly regarded.

Competencies

- A sound working knowledge of accounting principles, as they relate to the role.
- Sound knowledge of computerised accounting systems.
- Well-developed communication and interpersonal skills, with the ability to liaise comfortably with people at all levels.
- High level of computer literacy and accurate data entry skills.
- Sound numeracy skills and a demonstrated ability to pay attention to detail and produce accurate results.
- Ability to effectively organise own workload and manage priorities to ensure deadlines are met.
- The ability to work effectively within a busy team environment and also to work unsupervised.
- Strong customer services focus with a proactive approach to resolving queries and problems.
- Have strong organisational and time management skills with an ability to manage and prioritise a number of concurrent tasks.
- Be willing to take part in the School's performance appraisal process.
- Demonstrate outstanding communication skills by establishing a rapport with all levels of the organisation.

Personal Attributes and Values

- Demonstrate a commitment to the Purpose and Values of the School.
- Be supportive of the ethos and values of the Anglican tradition of the School.
- Demonstrate a respect for and acceptance of difference in children, parents and staff.
- Have a comprehensive understanding of 'Duty of Care' and place a high value on child well-being.
- Possess a strong work ethic, striving for continuous improvement and the achievement of high standards.
- Be responsible and held accountable for continuing compliance with our Child Safe and Child Safe Reporting Policy. It is expected that all staff will maintain contemporary

knowledge of the policy at all times. All staff have a responsibility to raise any concerns they have about child protection to the Principal immediately.

KEY RESPONSIBILITIES AND TASKS

These include, but are not limited to:

Reception

- Answer incoming telephone calls in a professional manner and direct to the appropriate person.
- Accurately record messages and forward to the intended recipient in a timely manner.
- Greet visitors to the organisation and direct to the appropriate person / area in an efficient and customer focused manner.
- Monitor visitor access, ensuring the visitor logbook is completed and security passes are issued as required.
- Assist customers with the resolution of queries and action as required.
- Receive payment via cash, eftpos etc. and provide receipts.
- Organise and distribute incoming and outgoing mail.
- Arrange courier pick-ups and distribution of courier deliveries.
- Acknowledge receipt of goods delivered to the Guildford office and follow up outstanding orders.
- Ensure the reception area is maintained in a clean and tidy condition at all times.

Finance/Facilities and General Office Support

- Generate routine correspondence.
- Raise requisitions for purchases when required.
- Manage the stock levels of stationery and other supplies for the office, ensuring stock is received and stored on a timely basis.
- Provide assistance with photocopying and binding as required.
- Provide support to the finance team in areas of accounts payable and accounts receivable and other financial tasks as directed by the Financial Controller.
- Provide general administrative and secretarial support to the facilities team when required.

Workplace Health and Safety Responsibilities

- Comply with all Statutory requirements.
- Take reasonable care to ensure one's own safety and health whilst at work and that of others.
- Consult and cooperate with management on matters of workplace health and safety.
- Report all hazards, accidents, incidents and near misses according to the accident / incident reporting process.
- Develop and follow all safe work procedures as directed by the supervisor or as otherwise directed.
- Use personal protective equipment (PPE) as required.

Organisational Responsibilities

- Ensure all documents are created, stored and maintained in accordance with the School's electronic document management system requirements.
- Ensure all duties are performed in compliance with the procedures documented in the business management system or other more current internal guideline documents.
- Actively seek and report on methods of improving systems of work to ensure continuous improvement.
- Respond to School initiatives and assist in the development of the School as directed.
- Represent the School in a responsible and professional manner at all times.
- Comply with the policies and procedures of the organisation at all times.
- Properly organise and manage working time to ensure efficient productivity.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base.

This position description is intended as a guideline to illustrate the main job responsibilities. It is not intended to be an exhaustive list and may change within the scope of the role at the Manager's discretion. Employees may also be required to undertake other reasonable duties as directed.

