

JOB PROFILE

COLLEGE RECEPTIONIST



Toowoomba Christian College
10852 New England Highway
Highfields QLD 4352

Telephone: (07) 4630 8444
www.tccollege.qld.edu.au



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1 SCRIPTURAL INJUNCTIONS FOR STAFF AT TCC

James 3:1

Not many of you should become teachers, my brothers, for you know that we who teach will be judged with greater strictness

Colossians 1:28-29

Him we proclaim, warning everyone and teaching everyone with all wisdom, that we may present everyone mature in Christ. 29 For this I toil, struggling with all his energy that he powerfully works within me

Romans 12:4-7

For as in one body we have many members, and the members do not all have the same function, 5 so we, though many, are one body in Christ, and individually members one of another. 6 Having gifts that differ according to the grace given to us, let us use them: if prophecy, in proportion to our faith; 7 if service, in our serving; the one who teaches, in his teaching

2 THE ROLE

The College Receptionist (CR) is a vital role within the School's administration. The primary responsibility is to manage the reception area.

The College Receptionist will handle the confidential matters of members of the school in terms of correspondence, meetings, and the daily issues that are associated with their position. It is most important that the College Receptionist is able to support the Ethos and Vision of the School, and can prayerfully support the School in its decision-making and counsel.

The College Receptionist is expected to demonstrate the School's vision, in relation to efficiency, student welfare, public relations and customer service, in all dealings with both internal and external clients, external organisations and the School's various community groups.

3 PRIMARY OBJECTIVE

The primary objective of the CR is to be the appropriate voice, ears and face of the School in the front office.

4 SCHOOL BACKGROUND

The school began in 1979 in Bowen Street Toowoomba with 17 students. It moved to its current site in 1981 and has grown to have over 700 students. It has set its goal to be a double stream primary, triple stream high school of about 800 students. The current Principal, Mr Richard Brown has been the Principal since 1992. The School desperately wants to stay committed to the word 'Christian' as it seeks to teach a new generation of young people to serve the Living God.

5 OUR SCHOOL ORGANISATIONAL STRUCTURE

To understand the School's organisational structure refer to the [Organisational Chart](#).

6 ACCOUNTABILITY

The College Receptionist is accountable to the Principal and the Enrolments Officer/Administration Coordinator.

7 SUPERVISION

The College Receptionist is supervised by the Enrolments Officer/Administration Coordinator and is answerable to the Principal.



8 WORLDVIEW INTEGRATION GOALS AT TCC

- a. To present the claims, truth and lordship of Christ in and through the school's academic program.
- b. To have students develop stepping stones from the subject matter to the truth of the gospel e.g. Shylock from the Merchant of Venice and the issue of vengeance – what should we do?
- c. To have students respond to the world and others like Christ did - full of grace and truth.
- d. To have staff integrating Biblical truth into their lessons.
- e. To help students appreciate the effect that Christianity has had in history and within cultures.
- f. To raise the level of understanding of God's metanarrative.
- g. To deliver a cohesive answer to the issues raised from the [Churchie](#) incident and [Elim Tragedy](#).
- h. To raise the awareness of the greatness of God over time and culture and that His marvellous plan will come.

9 KEY SCHOOL DOCUMENTS

All general staff will:

- a. Identify with our [Mission Statement](#) and goal for its students.
- b. Fully support the school's [Statement of Beliefs](#), and doctrinal positions of Toowoomba City Church are expressed by [Theological Positions](#) and [Truths that have shaped Toowoomba City Church](#).
- c. Embrace the School Culture.
- d. Actively support our [What is our Paradigm of Christian Education at TCC](#).
- e. Embrace [How We See Student Issues](#).
- f. [Why TCC Exists](#) and [What Our Past Graduates Should Be Saying About TCC](#).

10 ESSENTIAL REQUIREMENT

Have a current valid Working With Children Check (i.e. Blue Card) prior to commencement of employment.

11 EXPECTATIONS - WORK

The successful candidate is expected to have the following characteristics:

- a. Enjoy working in a busy environment and be able to multi-task
- b. Enjoy working collegially as part of the College Administration team
- c. Maintain a professional and cheerful demeanour
- d. Offer quality and confidential administrative support
- e. Have an eye for detail
- f. Be interested in improving the school's systems and processes
- g. Demonstrate an ability to support and positively contribute to Toowoomba Christian College
- h. Pro-active and customer focused
- i. Proven ability to listen, empathise and effectively communicate with adults and students
- j. Proven ability to produce clear and concise written documentation
- k. Proven ability to see tasks through to completion, work independently and meet deadlines
- l. Ability to maintain confidentiality
- m. Trustworthy and accountable for the level of trust placed in them
- n. Energetic with a strong work ethic
- o. Willingness to learn
- p. Pleasant and welcoming disposition
- q. Excellent organisational skills
- r. Work well under the leadership of their manager
- s. Work as part of a team in achieving the strategic intentions of the College
- t. Report progress of assigned tasks in a timely fashion
- u. Honestly and persistently carry out a self-evaluation of all aspects of their role
- v. Maintain a corporate image in dress code



12 EXPECTATIONS – WORKPLACE

The successful candidate is expected to:

- a. See their work as part of their worship to God
- b. Be part of the education community and to outwork their faith on a day-to-day basis as they interact with students, staff, the public and school leadership
- c. Work for the good of the whole
- d. Serve the school in humility, patience and kindness
- e. Use their gifts and talents to serve the school community
- f. Seek reconciliation when they are misunderstood
- g. Show obvious support for the outworking of the school's mission statement
- h. See their role in maintaining the blessing of the Lord on the school (Ps 133:1)
- i. Support the goal of a liberal arts education

13 GOALS - WORKPLACE

- a. That all our staff will form a caring Christian community
- b. That all our staff will demonstrate to others their love for God as they seek to outwork the teachings of Christ
- c. That all staff will play their part in this community as we seek first the Kingdom of God and the expression of His glory in the earth.
- d. That TCC will be a place of *shalom*
- e. That each staff member will appreciate the work done by others in the spirit of 1 Corinthians 12

14 RESPONSIBILITIES

From time to time other duties, commensurate with your classification, skills and experience, and the needs of the school may be deemed necessary and may be assigned to you by the school.

14.1 SWITCH OPERATION – a headset is provided

- Answer the phone so callers feel welcomed, valued and know that their call is important
- Direct phone calls to the appropriate person, or take messages and deliver them in a timely manner
- Maintain record of all incoming phone calls
- Efficiently manage multiple incoming calls
- Distribute Voicemail messages to relevant parties
- Work with ICT to ensure Reception phone is working, especially following a power outage
- Conduct “voice page” when instructed (usually when loss of essential services is experienced)
- Reception Desk is to be manned as much as possible, particularly during ‘peak’ times
- Manage Calendar reminders for future public holidays, office closures for Staff In-service and any other reasons for closure. Notify the ICT department to set up a voice recording for the relevant office closures
- Assist with data entry of student absentees
- Phone parents on behalf of staff members as requested

14.2 RECEPTION

- Maintain the neat, clean and tidy appearance of the front steps, entry way and waiting area
- Maintain the neat, clean and organised appearance of the Reception Desk and front office spaces
- Check that crossing duty is being covered each morning
- Welcome visitors and guests and direct them appropriately
 - Assist with younger children waiting in Reception
- Manage the recording of all visitors
- Process and receipt payments made at Reception
- Process “Authority to Charge Credit Card” payments
- Manage Reception's Petty Cash float and Relief Staff keys
- Receive deliveries



14.3 ORDERING

- Coles Online
 - Staffroom supplies
 - Supplies for Teaching Staff
- Consumable stationery & photocopy paper
- Envelopes & Letterhead
- Binding Equipment
- Laminating Needs
- Other items as directed

14.4 CORRESPONDENCE

- Manage emailed faxes
- Manage administration emails
- Manage incoming and outgoing mail

14.5 ADMINISTRATION FOR STAFF

- Tracking and recording of daily Staff movements
- Welcome Relief Staff and direct them as appropriate
- Welcome Pre-Service Teachers and direct them as appropriate
- Complete photocopying/laminating requests
- Manage Staff Book Club

14.6 GENERAL ADMINISTRATION

- Be aware of the weekly school activities for phone enquiries
- Fire Drills – carry out role as directed
- Manage School Bells and PA System
- Re-fill Administration Building photocopier paper trays
- Assist with solving issues with photocopiers
- Manage the servicing of the Laminator, Binding Machine and Photocopiers
- Maintain Toner stock levels at all Printer sites
- Organise and manage document filing
- Create, update and maintain additional copies of all record books used at Reception
- Manage Confidential paper disposal
- Maintain the College Reception and OneNote Procedures Manuals
- Manage the return of Scholastic Aptitude Tests
- Contribute to the neat and tidy appearance of all areas of the Administration building
- Assist in other areas as directed



15 OTHER INFORMATION

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| 15.1 | HOURS | A full-time non-teaching position at TCC consists of 38 hours a week.
Starting and finishing times are as specified in the Offer of Employment. |
| 15.2 | HOLIDAYS | As specified in the Offer of Employment and Terms and Conditions of Employment. |
| 15.3 | MEETINGS | Staff are expected to be present and participate in all meetings called by the school where their presence has been required. |
| 15.4 | TRAINING | The school provides opportunity for individual and group professional development. |
| 15.5 | REVIEW PROCESS | This document will be reviewed and adjusted regularly as more definition is needed and adjustments are made to this job profile. The position may be reviewed by the Head of School or Principal. Staff will be issued the latest electronic version of their Job Profiles. |
| 15.6 | STANDARDS | Staff will be expected to uphold and abide by the standards of Toowoomba Christian College as outlined in the Terms and Conditions of Employment. |
| 15.7 | REMUNERATION | The Remuneration details are enclosed with the Offer of Employment to the successful candidate. |
| 15.8 | PROBATION PERIOD | As specified in the Offer of Employment. |
| 15.9 | TENURE | The tenure of this position is in keeping with the Terms and Conditions of Employment. |
| 15.10 | RESIGNATION | It is expected that staff will make their resignations effective at the end of a school term and not part way through. |
| 15.11 | TERMS AND CONDITIONS OF EMPLOYMENT | The Terms and Conditions of Employment for the position are made available to the successful candidate prior to them accepting the position. |