



Front Desk Clerical Assistant Role Statement

"And whatever you do, do it heartily, as to the Lord and not to men." Colossians 3:23

Our Front Desk staff are the first impression and face of our organisation, so it is an important role at Hope Christian College. A Front Desk Clerical Assistant will be able to work as part of a team and will also be able to work independently. They will be friendly, professional and responsive, providing welcoming and efficient service to our parents, students and the wider College community. They will form a good working relationship with and be directly responsible to the Office Administrator/Registrar.

Personal Qualities

A member of the General Administration team will have the following personal qualities

- Efficient, organised and self-motivated
- Skilled in the use of Microsoft and have the ability to become proficient in school management software
- An excellent phone manner
- Excellent written and verbal communication skills
- Highly interpersonal, able to communicate with parents, students of all ages and staff
- Able to maintain strict confidentiality and to use discretion
- Strong multitasking abilities and attention to detail
- Sincere Christian faith with an active weekly commitment to a mainstream, evangelical, Christian church
- Personal integrity.

Duties

Day-to-day from duties as directed by the Office Administrator, including but not limited to

- Front Desk duties as required, including by not limited to:
 - Front Desk duties
 - Greet and assist visitors to the Front Office
 - Answer phone calls
 - Filing, laminating, binding, scanning etc.
 - Receive, sort and distribute mail
 - Prepare outgoing mail for post
 - First aid relief as required
 - General Clerical tasks.
- Some out of hours work may be required for events such as Open Days and Twilight Tour nights - these will be negotiated on a case by case basis
- Any other duties as directed by the College Requirements.

Requirements

- Before an employee is able to commence work at Hope Christian College they must have current:
 - Working with Children Check
 - Responding to Risk of Harm, Abuse and Neglect training (full day)
 - First Aid Certification.

Tenure: Ongoing employment (following a successful 6-month probationary period)

Level: As per Letter of Offer & Schedule

FTE: As per Letter of Offer & Schedule

Weeks: 37.5 hours/week over 5 days for 42 weeks + 4 weeks annual leave = 46 paid weeks/year