



# Port Vila International School

## POSITION DESCRIPTION

### RECEPTIONIST (new role 2021)

Reports To:

- Office Manager

#### *Purpose*

To deliver high quality customer focused reception and administrative activities for the School. As the 'face' of Port Vila International School it is essential this position presents a professional image and creates a welcoming, warm, knowledgeable and positive first impression with all they come in contact with, whether via phone or in person. The Receptionist supports other staff to do their role without unnecessary interruption by filtering and managing initial queries and concerns where possible and elevating the query where needed. The role also supports other office staff to complete their respective tasks by assisting where necessary.

#### Key Responsibilities

##### *Reception Duties*

- The Receptionist will actively seek out information about activities and events happening across the school to ensure they are ready to provide accurate information for all enquiries. This will include:
  - Copies of letters to parents
  - Information provided in school newsletters and other bulletins
  - Information shared at staff briefings
- Maintain and manage the Reception area to a high standard including the posters and necessary information required and ensure that there is a minimum of clutter
- Assist families, staff and students with general requests.
- Answer general incoming calls and attend to any resulting requests in a timely fashion, returning calls to parents promptly. All messages should be carefully logged, Messages should be passed to the relevant staff member by email, or paper not as required. In the case of an urgent matter the staff member should be sought out in person.
- Support and contribute to the development of systems that improve the functionality of Reception and the PVIS Front Office
- Receive visitors presenting to Front Office, attend to their requests and refer them to the appropriate staff member.
- Ensure that the school information sign is updated weekly or more regularly as required by seeking the key information that needs to be shared
- In collaboration with the Office Manager provide overall management of the School's telephone system (new 2021) including updating of the telephone system's 'call waiting' messages, as appropriate
- Ensure visitors presenting to Front Office have signed in according to the school procedure.
- Provide administrative support for Camps and Excursions including bus bookings, rolls and first aid kits.
- Distribute information to School Parents/Students as required.
- Provide support to other administrative areas within the school as directed.
- Record lunch orders and liaise with provider.

##### *Supplies and resources*

- Monitor morning tea supplies and order as necessary.
- Monitor stationery supplies and order as necessary.

- Weekly checks of photocopiers to ensure they are operational and order photocopier/printer services and supplies.
- Monitor cleaning supplies and order as necessary.

#### *First Aid Duties*

- Administer first aid as required.
- Administer medication to students as required.
- Maintain first aid supplies.

#### *Receipting of money and banking*

- Receipting of all monies as received, managing batches for general receipt items e.g. fees and for sundry debtor items.
- Reconciling monies on a daily basis.
- Receipting of all monies into following procedures.
- Lock money in the safe at the end of day.
- Advise Finance and Administration Manager of discrepancies.
- Maintain the petty cash for the school.
- Reconcile petty cash on a weekly basis.
- Follow school finance procedures for handling of petty cash.
- Provide Finance and Administration Manager with details of any discrepancies in petty cash.
- Prepare and take banking.
- Prepare and deliver post.
- Prepare and fulfil Book Club orders.

#### *Additional*

- Any other duties as reasonably required by the employer.

#### *SELECTION SPECIFICATIONS*

As a staff member, the occupant of the position will have:

- experience in a similar role, preferably within the school sector
- advanced working knowledge of the Microsoft 365 suite
- well-developed communication skills and attention to detail
- an understanding of the sensitive and confidential nature of matters involved in the role
- the ability to work under pressure
- the ability to work in a small and busy team environment
- the ability to work independently, intuitively and flexibly
- the ability to establish good working relationships with students, parents, staff and the School community.

The occupant of the position must:

- comply with the School's Code of Conduct and with the School's policies and regulatory requirements

#### *Child Protection Awareness*

Port Vila International School assures the **right** of every member to a safe environment and the **responsibility** of every person to promote safe practices. In particular, PVIS is committed to Child Protection and protective practices. This includes responsibility of the school's employees for Child Protection. The PVIS Child Protection Policy is available on the AllStaff SharePoint.

#### *Work Health & Safety Requirements*

As a *Worker*, while at work you must:

- Take reasonable care for your own health and safety.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
- Co-operate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.
- Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer.

This position information document has been designed to indicate the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.