



Saint Ignatius College Geelong

Role Statement

Receptionist – Visitor and Student Services

Saint Ignatius College Geelong is a co-educational school located in a beautiful, rural landscape. We are proud of our unique position in the Geelong region where young people can work together in a vibrant learning community. As a Jesuit Companion School with over 1400 students, our purpose is to form young people of competence, conscience, and compassion.

Position Summary

The College and Student Services Receptionist is dedicated to providing exceptional customer service to students, staff, families and visitors to the College. This role involves a variety of administrative support tasks, the provision of First Aid services to students, including the administering of medication and the maintenance of accurate student medical records.

This role is essential in ensuring the smooth operation of the College's administrative and First Aid functions while providing a welcoming and professional environment for all visitors and members of the College community.

Reception Duties:

- Receive and direct all incoming calls using a multiline phone system, forwarding calls to staff or to voicemail
- Taking and distributing messages efficiently regarding student absences
- Greet and assist all visitors professionally, answering general queries or directing specific enquiries to appropriate staff
- Ensure that all visitors sign in and are issued with appropriate identification badges
- Communicate with other Reception staff to ensure coverage of the reception area during absences
- Manage the receipt and distribution of all incoming mail, courier packages, and other deliveries
- Ensure outgoing mail is posted regularly and coordinate the pickup of mail and parcels for courier transport
- Attend to emails received in the College Administration inbox, following established protocols
- Process fee and accounts receivable payments by cash and credit card



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- Compile and prepare banking of monies as requested by the Administration Manager
- Maintain the Reception area's safety and tidiness, ensuring phones are operational, the front door is unlocked during operational hours, and the area remains litter-free
- Ensure the Reception and waiting areas are kept tidy and professional
- Provide First Aid to students and if necessary, staff or visitors, including incident reporting

Administrative Duties:

- Accurately enter and maintain data in College databases and systems
- Provide general assistance in the Administration area if requested by direct line managers
- Monitor the functionality of office equipment and ensure adequate supplies of paper, forms, stationery and other stocks
- Order stationery supplies as requested by staff
- Order grocery items as requested by staff
- Accurately record and maintain petty cash following College procedures
- Conduct regular stocktakes of stationery
- Prepare reports as required by direct line managers

First Aid:

- Provide First Aid services to students, including administering medication
- Maintain accurate and up-to-date student medical records in line with the MACS Student Medical directive
- Assist in maintaining an accurate profile of students who have medical conditions that put them 'at risk' including detailed information of symptoms, rendering assistance and administering medication
- Produce a general profile of students 'at risk' and distribute to staff as required



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- Assist in ensuring that the Sick Bay linen facilities are kept in a clean, sanitised and ready state to accept unwell students
- Assist in ensuring that First Aid supplies are available, and accessible by any person rendering assistance to students
- Assist in ensuring the effective and efficient operation of all medical equipment on the College campus
- Assist in arranging the supply of First Aid kit for excursion and camps
- Assist in regular stocktakes, and maintaining first aid supplies ensuring all medication is within its 'Use By' date, and ordering supplies as required
- Assist in maintaining College EpiPen and asthma supplies and recording of plans

Key Outcomes:

- High-quality customer service across the College community
- Efficient, warm and professional engagement in the reception area
- Effective First Aid response and accurate medical reporting and record maintenance
- Accurate and timely administrative responses

Skills and Competencies:

- Excellent communication and interpersonal skills
- Ability to engage with and fully integrate into a team environment
- Proficiency in using a multiline phone system
- Strong organisational and multitasking abilities
- Level Two First Aid knowledge and the ability to administer medication
- Proficiency in word processing and data entry
- Attention to detail and accuracy in maintaining records



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- Professional appearance and demeanour

Qualifications:

- Relevant experience in a receptionist or administrative role
- First Aid certification (or willingness to obtain one)
- Proficiency in office software and database management (knowledge of SAS, Operoo, XUNO or Canvas would be an advantage)