



Courage in Wisdom | Hope in Love

Job Description

Title:	Receptionist / Attendance Officer
Reports to:	Executive Assistant
EBA/Award:	South Coast Baptist College Operational Staff Agreement 2024
FTE:	0.4 FTE
Employment Type:	Permanent Part time

Position Summary

The Reception / Attendance Officer role at South Coast Baptist College is pivotal in ensuring smooth administrative operations related to attendance across all levels, from Kindergarten to Year 12. This role focuses on providing exceptional customer service to students, parents, and staff while supporting the College Administration team. The successful candidate will exhibit strong communication skills, efficient time management, attention to detail, and a proactive approach to managing data accuracy and privacy requirements.

Job Description

Essential Criteria:

- **Good written and verbal communication skills:** Ability to communicate effectively with stakeholders including students, parents, and staff.
- **An attitude of good customer service:** Demonstrated commitment to providing excellent service to all visitors and callers.
- **Time and work management skills:** Ability to prioritize tasks and meet deadlines in a fast-paced environment.
- **Attention to detail:** Ensure accuracy in data entry and record-keeping processes.
- **Flexibility and a positive attitude towards change:** Adaptability to evolving responsibilities and procedures.
- **Desire to contribute to a harmonious team environment:** Collaborative spirit and willingness to support colleagues.
- **Maintain confidentiality:** Adherence to privacy requirements and protection of sensitive information.

Responsibilities and Tasks:

- Welcome all visitors and parents to the College with professionalism and friendliness.
- Handle phone calls and emails promptly, directing inquiries to the appropriate personnel.
- Monitor and respond to submissions from parents regarding late arrivals, early departures, and absences.
- Update absentee information accurately in the College software.
- Investigate unresolved absences and discrepancies, following up with necessary actions.
- Collaborate with teachers to address class roll discrepancies.
- Monitor periodic absences throughout the day, ensuring accurate records.
- Assist with data collection for Census, federal statistics, ABstudy uploads, and attendance reporting.
- Assist with student database records for enrolments.



- Perform any other duties as required to support the College Administration team.

Selection Criteria

- Proven experience in administrative roles, preferably in an educational setting.
- Proficiency in relevant software and data management systems.
- Ability to maintain composure and professionalism in high-pressure situations.
- Strong interpersonal skills and the ability to build rapport with diverse stakeholders.
- Commitment to upholding the values and ethos of South Coast Baptist College.

General Requirements

- To have a personal faith and commitment to the Lord Jesus Christ.
- To attend Church on a regular basis and model Christian beliefs, behaviour and practices.
- To accept the College's Statement of Faith.
- Build co-operative and supportive relationships with the board, principal, staff, students and parents.
- Work to ensure personal best practice.
- Ensure that decision making is based on fact and is impartial and fair.
- Model the use of appropriate and proper channels of communication.
- Always act in the best interest of the College and its ethos.
- Working With Children Card.
- Contribute to a safe and healthy workplace by:
 - Following OH&S instructions and policies
 - Reporting accidents and hazards
 - Generally caring for own safety and that of others, including volunteers, students, and parents.
 - First Aid certificate is desirable.

Other Matters

Note: This job description is comprehensive but not exhaustive, and duties may be varied at the discretion of the college in consultation with this role.

Position Held By:	
Signed:	
Date:	