

Position Description: Receptionist

Position Details

Position	Receptionist
Team	Executive
Reports to	Executive Assistant
Direct reports	Nil

Position Summary

The Receptionist will present a professional image of the business and play an important role being the first point of contact for members and supporting the operational goals of Independent Schools Queensland.

Relationships

Key internal relationships	All ISQ staff
Key external relationships	ISQ Members and stakeholders

Responsibilities

The position is responsible for, but not limited to:

1. Daily duties including:
 - a. Answering and distributing incoming telephone calls and welcoming on-site visitors while ensuring adherence to workplace health and safety procedures.
 - b. Managing incoming and outgoing mail and courier services.
 - c. Managing the Office Reception email inbox.
 - d. Reception support for the Queensland Independent Schools Block Grant Authority (QIS BGA), as required.
 - e. Maintaining the office to a high standard of cleanliness and organisation, ensuring that the facility is well stocked with necessary supplies, and presents well.
 - f. Monitoring and ordering stationery, office, and kitchen supplies as necessary.



- g. Ordering catering and managing the setting up and packing down of meeting rooms.
 - h. Maintaining general office records, e.g., staff phone list.
 - i. Maintaining the Front Office Handbook to ensure it is accurate and up to date at all times.
 - j. Undertaking the necessary training to act as a First Aid Officer and Fire Safety Warden.
2. Providing support for ISQ events held at the ISQ office including helping set up, welcoming guests and registering attendance, assisting with the receiving and setting up of catering, and cleaning the spaces afterward. Note: Some of these duties may require working outside of normal business hours e.g., early morning, evening, and weekend work. Time in lieu will be granted for additional hours, subject to business needs.
3. Providing administrative support to various teams including, but not limited to:
 - a. Providing administrative support to the Executive Assistant, to assist in effectively supporting the Executive team.
 - b. Word processing and other document preparation, using the full suite of Microsoft Office programs and other in-house systems.
 - c. Supporting the eLearning team by monitoring the Connect & Learn inbox to process account enquiries and provide login support.
 - d. Providing administrative support to the Finance team during peak periods.
 - e. Providing administrative support to other teams as required from time to time.
4. Providing operational support including:
 - a. Collecting and maintaining membership contact data within the CRM.
 - b. Tracking the progress and support of new schools in the CRM.
 - c. Assisting members with Member Hub login enquiries and troubleshooting.
5. Other reasonable duties as directed from time to time.

Requirements	
Knowledge and experience	<ul style="list-style-type: none"> • Relevant or transferable experience is desired.
Qualifications and licenses	<ul style="list-style-type: none"> • No qualifications or licenses are required for this position.
Skills and attributes	<ul style="list-style-type: none"> • Providing a welcoming and professional 'first point of contact' for members. • Excellent organisational and time management skills and the ability to prioritise different responsibilities. • A proactive approach to identifying and completing tasks. • Well-developed written and oral communication skills. • A strong attention to detail and accuracy. • A positive and professional work ethic. • The ability to liaise with members, internal staff, and other key stakeholders. • High level of proficiency using Microsoft Office applications. • The ability to work unsupervised when required.

APPROVED BY: CEO
DATE: