



Est 1935

Educating

Christian Brothers' College Boksburg

Konig Rd, Boksburg, Gauteng

011 917- 9518 | www.cbc.org.za

COLLEGE RECEPTIONIST

Christian Brothers' College, Boksburg is a Premier Independent Boys' School on the East Rand of Johannesburg. We are seeking the services of a College Receptionist who will deliver friendly, efficient customer service and create a warm and welcoming atmosphere for our College Community.

The College prides itself upon its caring family atmosphere as well as its academic standing and for most prospective and parents contacting the College, the successful applicant will be the very first person that they speak to.

The ability to convey the ethos of the College when dealing with people will be a deciding factor in the appointment as will the ability to support the College by providing administrative support in an efficient and courteous manner. As such, the role is extremely important to the presentation and image of the College. The College Receptionist will be solely responsible for managing all telephone enquiries, handling visitors and for undertaking other general "front of house" administrative tasks that ensure the effective working of the College on a day-to-day basis.

MAIN DUTIES AND RESPONSIBILITIES:

- To support the ethos of the College;
- To support the Headmaster and the Senior Management Team in the good management of the College and in the evolution and delivery of policies and the curriculum.
- To operate a Reception area that promotes a professional image of the College at all times.
- To act as a point of contact for the college for all enquiries either by telephone, email or face to face.
- To liaise, with tact and diplomacy with other school staff and others outside the school, particularly parents, professional associations and the local community generally.
- To act as an ambassador for the college in all matters.
- To be reasonably flexible in working arrangements and the allocation of duties.
- To provide high quality administrative support and assistance, when required, to the Headmaster and his PA, (this may include with the administration of school events, examination administration, learner support etc.), and the Admissions and the Marketing Department.
- To be aware of and comply with policies and procedures relating to child protection/safeguarding, health and safety, security, confidentiality and POPI Act.

The main duties and responsibilities of the post are as follows (*this list is not exhaustive*):

DUTIES TO INCLUDE: -

RECEPTION/ HOUSEKEEPING/VISITORS/ CUSTOMER SERVICE/:

- To maintain a welcoming environment and appropriate hospitality for visitors
- To be present in the main Reception area at all times in order to welcome visitors, learners, parents and contractors
- To ensure that the main Reception area is kept in a pristine condition at all times to provide the appropriate image and conditions for the receipt and welcome of visitors.
- To be responsible for the answering of the main College switchboard system in a timely manner.
- To be responsible for the signing in of all visitors to the College to inform them of the safeguarding and Health and Safety procedures while they are on site and to communicate with courtesy and clarity.
- Ensuring that face to face enquiries from visitors, parents, staff and learners are dealt with appropriately and in accordance with the college's Safeguarding Policy.

- Manage the announcement of visitors.
- Ensure sound knowledge of the College in order to direct enquiries efficiently and be able to provide information on the products and services offered.
- Ensure excellent telephone etiquette is adhered to at all times whilst providing a personalised experience to all parents and visitors to the College.

MAIL COLLECTION

- Coordinate weekly collection of mail.
 - Sort mail and distribute it to recipients.
- Assist drivers with the correct information on delivery and collection items.

COURIER SERVICES:

- Responsible for the receipt and redirection of all deliveries and managing the courier system.
- Record all courier items for tracking purposes.
- Consolidate monthly courier report.

ADMINISTRATION DUTIES:

- Performing administrative duties as and when required.
- Upkeep of learners signing in and out sheets
- Operating standard office equipment, e.g. photocopiers and organising the routine repairs or service of such equipment as and when necessary.
- Distribution of incoming mail to the correct recipients.
- Arranging courier services as and when required.
- To assist with the implementation of College's policies such as the learner absence monitoring system. This will involve inputting of straightforward data on to the College's Database system to ensure, on a daily basis, the learner attendance data is accurate and up to date, and produce reports as required.
- Updating the school database with changes to contact and other details.
- To receive and send e-mails and forward appropriately.
- To maintain high standards of confidentiality, discretion, dress and professional behaviour.
- To carry out such other miscellaneous administrative tasks as required by the Headmaster, or the PA to the Headmaster and liaise with the Headmaster's PA regarding the day to day running of the office.
- Support the Headmaster's PA with report production, collation and issuing.
- To log calls with the service providers for the telephone system and Wi-Fi and follow-up where necessary.
- Update the telephone extension list for the College.
- Manage boardroom bookings.
- Assist principals and vice principals with various administration, appointments, assessments and functions (i.e. curriculum related).
- Manage the emergency file (i.e. being the touch point for all emergency calls).
- Managing learners sign out slips.
- Managing the learners late coming register.
- Maintaining a list of learners absent in respect to functions/ events (e.g. Sports events).
- Load all Service Desk queries.

GENERAL ADMINISTRATIVE SUPPORT AND AD HOC DUTIES

- Administering First Aid to learners.
- Assist with admissions, applications and College tours.
- General ad hoc duties when necessary.
- Provides administrative support to various departments as and when required.
- Responsible for preparing, tracking and receiving College courier parcels, post and deliveries and notifying the relevant staff member/s promptly regarding collection or delivery updates.
- Receives deliveries for staff and ensures that they are collected or handed to the appropriate individual timeously.
- Assists with College events and any ad hoc College duties as and when required.

COMPETENCIES (SKILL AND BEHAVIOURAL ATTRIBUTES):

SKILLS:

- Advanced Communication – verbal- Multilingualism will be an advantage
- Switchboard
- Time Management
- Problem Solving
- Decision Making
- Organisational

BEHAVIOURAL ATTRIBUTES:

- Attention to detail
- Excellent telephone manner.
- Be a person of integrity and initiative who is able to think ahead, prioritise and work accurately and flexibly.
- Have good communication and interpersonal skills and be able to mix easily with students, teaching and non-teaching staff, parents, contractors and suppliers.
- Ability to deal tactfully and confidently with telephone callers and visitors.
- Good IT Skills. The applicant should be fully conversant with Google and Word. The knowledge of Microsoft Excel and an understanding of how to work with websites would be an advantage.
- Ability to remain calm, composed and flexible within a busy and demanding environment.
- Ability to work effectively within a team and on their own initiative.
- Ability to undertake a wide range of clerical, administrative and general duties.
- Must be accurate in recording details and make full use of the College's computer systems.
- Integrity and confidentiality to be maintained at all times.

QUALIFICATIONS:

- Minimum requirement is Matric, or equivalent, with typing skills.
- Computer literacy (MS Office) is essential.

EXPERIENCE:

- Must have a minimum of 3 years' experience in a similar, busy environment.
- Fully conversant with ADAM system.
- Experience with MS Office and MS Access.

Interested parties should send a detailed CV, a letter of application and the names of three referees to the contact details below. The successful candidate will be required to provide a police clearance certificate and be cleared on the Sexual Offenders Register.

Christian Brothers' College is an equal opportunity employer. The school reserves the right not to make an appointment. An application will not, in itself, entitle the applicant to an interview or appointment, and failure to meet the minimum requirements of the advertised post will result in the applicants automatically disqualifying themselves from consideration. Please consider your application unsuccessful if we do not contact you.

Interested parties should send a detailed CV, a letter of application and the names of three referees to vacancies@cbc.org.za. The successful candidate will be required to provide a police clearance certificate and be cleared on the Sexual Offenders Register.

Closing Date: 26 July 2024

Commencement Date: 1 September 2024

In accordance with the POPI act, your personal information will be solely used for the purposes of this application and by submitting this CV you are consenting to this.

<http://www.cbc.org.za>