



**Rangitoto
College**

Job Description Receptionist – Chinese First Language

Permanent part time, term time only

Remuneration: **Support Staff in Schools Collective Agreement - Grade 4**
37.5 hours per week, term time only

Reporting lines: **Director of Human Resources**

The Employer and the Employee both acknowledge that this job description may need to be amended from time to time to better reflect the nature of the position or the requirements of the Rangitoto College.

Relationships

This position is required to communicate extensively with a range of internal and external parties, in particular the Chinese community. To effectively perform the duties of this position good working relationships must be maintained with school staff and community stakeholders.

Job Purpose

The primary purpose of this position is to provide high quality front of house receptionist administrative services, paramount being translation services for our Chinese community. The position holder will undertake tasks of a diverse nature and at all times deliver timely, accurate and innovative administrative support services that meet the needs of the School.

Prime Responsibilities / Key Tasks

To provide administrative services across the school to departments without administrators, as required under the direction of the DoHR

- Assisting our Chinese community with accurate helpful translation services - verbal and written
- Answering incoming phone line promptly and professionally
- Relaying messages to staff
- Providing a high level of customer service and reception functions as required including meet and greet, and assisting with various enquiries promptly and professionally
- Attending to couriers and emailing staff
- Liaising with Deans Secretary for student runners
- Distribute emails from info line
- Update Change of student addresses etc.
- Supporting Enrolments team with translation service for applicant families
- Compiling daily electronic notices on time with accuracy.

Knowledge and Skills

- Organisational skills, high level attention to detail and time management
- Accurate, clear English and Chinese translation services
- Excellent written and verbal communication skills are essential.
- Computer literate with Microsoft Office and GSuite skills
- Ability to effectively manage multiple tasks and deadlines
- Ability to work as a team player
- Experienced at problem solving
- Confidence to liaise with a wide range of internal and external partners
- Administration and/or client service experience

Personal Attributes

- Energetic, driven and motivated approach
- Strong work ethic
- Initiative, thrive on challenges and proven experience in problem solving
- Personable and able to relate to people at all levels
- Team player
- Sensitivity to confidential issues
- Intelligent approach to complex issues
- Positive and optimistic approach to solutions
- Strong interpersonal skills and relationship management.
- The ability to work on their own initiative, effectively both as an individual and as part of a team.
- Excited by challenges and motivated to find solutions that work for all parties.

Whole Rangitoto College contribution

Contribute to the wider life of the College

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Receptionist - Chinese first Language
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Date

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Director of Human Resources
(Pam Watson)

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Date