

INTEGRATED COLLEGE DUNGANNON LTD

Job Description for Front-Office Receptionist

Job Purpose:

1. To provide a friendly and welcoming environment for students, staff and visitors to the college reception area.
2. To provide administrative support as required.

Responsible to: The Principal through designated line manager (Office Manager)

Objectives:

1. To ensure that students, staff, parents and any other visitors are dealt with efficiently and in a courteous manner.
2. To answer incoming telephone calls and ensure that callers' requests and queries are handled effectively.
3. To ensure that post (incoming and outgoing) is dealt with promptly and in line with college procedures.
4. To record data manually and on SIMS.
5. To undertake general administrative tasks as required.

Major Responsibility Areas:

- A. Reception
- B. Phone and Fax
- C. Post
- D. Computer/Administration
- E. Deliveries

Key Tasks:

- A1. Greet all students, staff, parents and other visitors at reception, ensuring that they are dealt with courteously and efficiently.
 - A2. Ensure that visitors' book and badges are used, in order to monitor the movement of persons in and around the college.
 - A3. Ensure that any money received at the hatch is recorded and receipted in line with college procedures.
 - A4. Ensure that reception area is kept clean, safe and tidy.
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- B1. Answer telephone and handle queries in a helpful and friendly manner.
 - B2. Transfer calls to staff as required.
 - B3. Take messages when necessary and ensure that they are delivered to staff.
 - B4. Ensure that fax messages are delivered to the relevant staff.
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- C1. Open and distribute incoming mail in line with college procedures.
 - C2. Prepare outgoing mail for the daily afternoon collection.
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- D1. Record student data promptly and accurately.
 - D2. Filing, photocopying and other general administrative duties as delegated by the Office Manager.
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- E1. Check and sign for deliveries to the college.
 - E2. Ensure that delivery notes are passed to the Finance Assistant and boxes placed in a safe and secure area.
 - E3. Ensure that returned goods are collected and signed for.

*All job descriptions are subject to amendment, with consultation,
to meet the needs of the college.*