

Position: Receptionist

Location: Melbourne Campus

Employment type: Full-time

Award: Educational Services (Post-Secondary Education) Award 2020

Melbourne Institute of Technology (MIT) is a leading Private institute of Higher Education with campuses in Melbourne and Sydney. We provide IT, Networking, Data Analytics, Business, Accounting and Engineering (Telecommunications) programs, at Bachelor and Master degree levels, to Australian and International students. MIT has a NEAS-accredited English Language Centre that offers a range of English language courses to help students improve their English skills and prepare them further study in Australia.

The Role:

The Receptionist at MIT Melbourne campus is a key role within the Student Administration and Experience Department, providing essential support to clients, stakeholders, and enhancing overall service quality. They serve as the initial point of contact for MIT, facilitating over-the-counter inquiries, student support, and contributing to continuous improvement and personalised client assistance. The role involves collaborating with the Associate Director and working autonomously in a team setting to deliver efficient and professional services.

Responsibilities:

- Be the welcoming face and voice of MIT Melbourne campus, greeting visitors and handling inquiries with professionalism and a friendly demeanour.
- Answer phone calls and respond to emails promptly and direct them to the appropriate departments or individuals.
- Provide accurate and helpful information to students, faculty, staff, and other stakeholders regarding campus services, programs, and events.
- Manage the reception area, ensuring it is tidy, organised, and presentable at all times.
- Assist in the coordination of appointments, meetings, and events, ensuring smooth scheduling and logistics.
- Handle incoming and outgoing mail, packages, and courier services efficiently and accurately.
- Support general administrative tasks such as data entry, filing, and document management.
- Collaborate with various departments and teams to provide seamless administrative support and contribute to the overall efficiency of campus operations.

Competencies and Skills:

- **Excellent customer service skills:** The receptionist should be able to provide friendly, professional, and responsive service to all university community members, including students, faculty, staff, and visitors.
- **Strong verbal and written communication skills:** The receptionist should be able to communicate clearly and effectively in person, over the phone, and in writing.
- **Proficient in using office equipment and computer software:** The receptionist should be able to operate various office equipment, such as telephones, printers, and computers, and be proficient in relevant software, such as Microsoft Office Suite (Especially Excel, Outlook and Word).
- **Organisational and multitasking skills:** The receptionist will be responsible for a wide range of tasks, including managing phone calls, scheduling appointments, receiving and distributing mail, and coordinating visitor arrivals. They should be able to handle multiple tasks simultaneously and maintain an organized and efficient work environment.
- **Ability to handle a high volume of inquiries and visitors:** The receptionist will encounter a constant flow of inquiries and visitors, both in person and via phone or email. They should be able to handle a high volume of interactions while remaining calm, patient, and attentive.

- **Professional and friendly demeanour:** The receptionist represents the university and is often the first point of contact for visitors. They should maintain a professional and friendly demeanour at all times, creating a positive and welcoming atmosphere.
- **Knowledge of university policies and procedures is a plus:** Familiarity with university policies, procedures, and campus resources is beneficial. This knowledge allows the receptionist to provide accurate information and direct inquiries appropriately.
- **Previous experience in a receptionist or customer service role is preferred:** While not mandatory, prior experience in a receptionist or customer service role can be advantageous. It demonstrates the candidate's ability to handle the responsibilities of the position and provides a foundation of relevant skills and knowledge.

Position Description can be downloaded at MIT careers: <https://www.mit.edu.au/about-us/jobs-mit>

Applications must include an updated resume and 3 professional referees.

Applications close on **Sunday, 24 March 2024**.

Apply: via SEEK

Equal Opportunity and Privacy of personal information is MIT policy. For more details visit www.mit.edu.au

MIT reserves the right to close applications early if a suitable applicant is identified prior to application close date.