

POSITION DESCRIPTION –SCHEDULE A

POSITION DESCRIPTION DOCUMENT PURPOSE

The purpose of this position description document is to provide you with a clear understanding of your role, and how that role fits within Melbourne Institute of Technology (MIT) as an organisation.

This document provides an outline of your key areas of accountability and desired outcomes from satisfactory performance of the role. It does not provide an exhaustive list of tasks and activities that are required to be performed to fulfil the role.

POSITION DETAILS

Position Title:	Receptionist
School / Division:	Office of Student Administration and Experience (OSAE)
Duration:	Fixed term; Renewal of contract subject to performance
Classification	Educational Services (Post-Secondary Education) Award 2010. General Staff.
Employment Mode :	Full Time
Campus:	Melbourne
Probationary Period	6 months
Reporting to:	Associate Director of OSAE

ROLE

The Receptionist is an integral part of MIT Melbourne Campus that assists in the provision of client services that support the educational goals of the Institute. While being part of Student Administration and Experience Department, the Receptionist is often the first point of contact for MIT's stakeholders and is expected to provide receptionist services for all clients and stakeholders. MIT Student Administration and Experience provides assistance to its clients over a range of areas including; over the counter enquiries, student support services, counselling; personal, educational and career, student recreational activities, accommodation & airport pick up services to international students, International student affairs including immigration matters, operational and day to day matters & general administration.

The main area of responsibility of this position is to meet the routine MIT Melbourne campus needs of its clients and support the Manager/Coordinator Student Administration and Experience with the overall objective of continuous improvement of our quality of service and our commitment to on-going, individualised client support. This may also require the development, implementation and delivery of student services workshops and programs for clients.

The Receptionist will also provide personal assistance to the Associate Director OSEA and/or Campus Director in performing his/her duties.

Reception staff work individually and under the direct supervision of the Associate Director of Student Administration and Experience or nominee but has autonomy in prioritising and completing tasks. This involves working co-operatively in a team environment, as well as professionally.

MIT VISION AND GOALS

MIT: A proud history, a confident future

Founded in 1996, Melbourne Institute of Technology (MIT) has provided outstanding, employment-focused degrees in Business and ICT for almost 30 years.

MIT grew to over 4,000 students prior to the onset of the Covid-19 pandemic. Like all higher education institutions, MIT was impacted by the closure of international borders triggered by the pandemic.

Since the reopening of international borders, confidence has returned to the international student market. MIT's high-quality student programs and organisational agility will enable it to renew its growth trajectory, achieve University College status, and lay the foundations for the next decade of success.

Vision

MIT aspires to be one of the leading providers of industry-engaged, employment-focused higher education programs, equipping students with the knowledge, skills, and opportunities to build successful careers.

Mission

MIT inspires students and helps them create their future through employment-focused educational programs. These are developed and delivered in collaboration with industry, and underpinned by excellence in learning and teaching, scholarship and research.

Values

- Excellence;
- Integrity;
- Accountability
- Transformational Change, and
- Agility

MIT's overarching goals are to:

- Become one of the top 20 higher education institutes in Australia for high-quality student experiences and learning outcomes
- Attain Self-Accrediting Authority status during 2023
- Progress towards achieving University College status by 2027
- Capitalise on the reopening of international borders to rebuild student numbers: achieve pre-pandemic EFTSL levels by 2025 and 5-10% growth per annum thereafter
- Achieve student satisfaction and graduate employment outcomes equal to or above industry averages in all courses
- Be renowned for excellence in industry-engaged learning with all students engaging with industry as part of their course
- Continue to deliver outstanding, student-centric support services
- Be recognised as a high-performing employer of choice

MIT ORGANISATIONAL STRUCTURE

MIT business model comprises four (4) key focus areas as guided by its vision: Academia, Finance, Marketing, and Operations. Our organisational structure is designed to ensure each of these areas is fully resourced.

Our Executive Management Committee (EMC) is responsible for the development of our strategic plan and effective implementation of strategies across all business areas. It comprises our:

- Chief Executive Officer,
- Managing Director,
- Group General Manager and Human Resources Director (pro tem) and
- Executive Dean

RESPONSIBILITIES

The Receptionist is responsible for the ongoing effectiveness and efficiency of the reception/administration area for MIT Melbourne. This responsibility incorporates the areas set out below.

Area	Outcomes
Provide Services to Clients	<p>Undertake daily routine Student Services duties professionally and efficiently which will involve;</p> <ul style="list-style-type: none"> ▪ Effective coordination of the front-end reception/administration area. ▪ Demonstrate a professional/friendly manner that welcomes clients. ▪ The position will ensure that all enquiries are dealt with in a timely manner. All telephone enquiries must be handled professionally ▪ Greet MIT guests and clients at reception, ensuring they are appropriately attended to and directed to the correct staff member/area. ▪ Receive, produce and distribute 'Action for Request' letters on time. ▪ Process and distribute circulation notices to inform staff and students of upcoming events/information as directed. ▪ Facilitate and participate in meetings as required. ▪ Collaborating to assist in the smooth day-to-day running of the Student Services department. ▪ Log appointments for staff and provide administrative support as directed. ▪ Resolve simple problems with reference to established procedures. ▪ Ensure that all student enquiries are dealt with in a timely manner and that all telephone enquiries are handled professionally. ▪ Punctuality at work at all times. ▪ Remain an active member of the MIT Student Services staff and ensure that all matters in this area are handled efficiently. ▪ Liaise with a number of people over a range of matters and where unsure of the appropriate course of action for an inquiry, such inquiries must be directed to the positions immediate supervisor. ▪ Assist with creating and maintaining student files, as required.

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	<ul style="list-style-type: none"> ▪ Be able to work under pressure at busy periods. ▪ Be able to apply patience to people who have a limited understanding of the English language and be able to discern what is being asked.
Management and Organisation	<ul style="list-style-type: none"> ▪ Be able to work autonomously. ▪ Provide assistance to clients as required. ▪ Manage and maintain policies relating to students. ▪ Create, manage and maintain proper Student Services records. ▪ Ensure that actions discussed for follow up are implemented. ▪ Follow MIT Student Service rules and procedures. ▪ Assist in student orientation activities, packaging of orientation packs, etc., as required. ▪ At all times keep the work area and its resources tidy, in stock and in order. ▪ The position must be able to problem solve at the source with little guidance. ▪ Develop systems that make the operations of the reception area run smoothly. ▪ Sort the mail and assure that it is appropriately distributed. ▪ Maintain a log of incoming packages and ensure that they are passed to the correct department. ▪ Arrange couriers and follow up on deliveries. ▪ Ensure MIT and Fed Uni prospectuses are always in stock at the reception counter. ▪ Place orders as requested by management.
Understanding of Quality Assurance and compliance	<ul style="list-style-type: none"> ▪ Maintain the Complaints register, and follow up regarding outcome of complaint. Ensure feedback/complaints are forwarded to the appropriate departmental manager for follow up. ▪ Provide regular reports to the Manager Student Administration and Experience: <ul style="list-style-type: none"> - On a monthly basis, the overall state of the tasks directly related to this position. - On a quarterly basis, the overall state of the MIT front office matters (must include a summary of student complaints, specific counter enquiry reports, appointment records for senior staff, etc) ▪ Demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply to MIT Student Services. ▪ Demonstrate an ongoing commitment to MIT compliance and quality assurance processes ▪ Demonstrate knowledge of the organization, policies and procedures. ▪ Demonstrate simple problem resolution techniques with reference to established techniques and developed procedures.
Liaison and interaction	<ul style="list-style-type: none"> ▪ Liaise closely with other divisions namely academic, enrolments & admissions and any other relevant department on issues of matters relating to students. ▪ Liaise and communicate with MIT clients, professional

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	<p>organizations, Universities and business associates.</p> <ul style="list-style-type: none"> ▪ Maintain an awareness of the MIT operating environment in order to liaise effectively with a diverse range of staff and students. ▪ Observe MIT protocols at all times. ▪ Understand MIT structure, its hierarchy and work within it appropriately. ▪ Have the ability to interpret Policies and Procedures and implement same.
Assistance to Management team	Provide personal assistance to the Associate Directors OSAE and/or Campus Director in maintaining and organising their duties.
Special projects and other duties	Ensure special projects and other tasks assigned (as may be from time to time) are carried out efficiently and effectively. This will include assisting Executive Dean on administrative tasks.

COMPETENCIES & 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.

PERFORMANCE MANAGEMENT - SCHEDULE B

Staff performance is managed in accordance with MIT Performance Management System which incorporates:

- Regular performance reviews
- Ongoing feedback
- Identification of professional development needs and provision of support
- Reward structure

Specific performance goals will be set with you during the course of your performance review.

Areas of performance focus for this role (together with example measurement tool) are set out below for your information. Further details in relation to the MIT Performance Management System will be provided by our Human Resources Director or nominee.

Focus area	Measure - example
Provide Services to Clients	<ul style="list-style-type: none"> ▪ Attendance and punctuality at work. ▪ Feedback from students, staff and other stakeholders. ▪ Timeliness in completing tasks and meeting set deadlines ▪ Accuracy of information provided to students, staff and other people that visit MIT. ▪ The level of customer service provided as determined by the reporting officer and feedback received from students and clients. ▪ Number of grievances directed to the MIT student Service Department every semester as recorded in the complaints register. ▪ Number of Action for Request letters accurately processed and distributed to students within the specified timeframe.
Management and organisation	<ul style="list-style-type: none"> ▪ The quality of front office client services provided to clients ▪ Ability to minimize risks to Student Services and proactively work towards preventing possible risks (measured against the MIT Student Services identified risk criteria). ▪ Achieve cost savings through the implementation of effective procedures that save front-desk users time and money (measurable through how quickly and efficiently users are attended to over the counter).
Reporting	<ul style="list-style-type: none"> ▪ Accuracy and quality reports presented ▪ Timeliness of such reporting (must meet set deadlines) ▪ Attention to detail
Resources	<ul style="list-style-type: none"> ▪ Must not engage in any unauthorised duties such as unauthorised email communication, copyright breach, or known breaches of IT policies and procedures. ▪ Discharge of duties in accordance with MIT policies and procedures and position description. ▪ Professionalism; it is a fundamental requirement of this position that the best corporate interests of MIT are kept as priority at all times. Unprofessionalism will not be acceptable.
Review by Supervisor	30 days before the end of this contract your supervisor will go through the review process and a report sent to HR Manager.