

Position Description

| About Moore Theological College | |
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| Our Vision: | To see God glorified by men and women living for and proclaiming Jesus Christ, growing healthy churches and reaching the lost. |
| Our Mission: | To provide excellent evangelical theological education. |
| Our Values: | Christian Faith, Integrity, Grace, Service, Community, Scholarship, Gender Complementarity, Freedom of Enquiry, Integration, Stewardship, Innovation and Improvement, Cooperation and Teamwork |

| Position Details | | | | | |
|--|---|------------------|------------------|--|--|
| Position Title: | Concierge | | | | |
| Primary Purpose: | To manage the concierge desk, and be the key point of contact for enquiries, visitors and security for Moore College, providing efficient and professional customer service. To provide administrative support to the Operations team. | | | | |
| Classification: | Educational Services (Post-Secondary Education) Award, Level 3 | | | | |
| Special tools/equipment or conditions: | General office equipment Avaya Phone Starez Internal databases (e.g. MooreDB) Car Parking Control Techguard Security Programming Air conditioning Programming (BMS) | | | | |
| Relationships: | <table border="0"> <tr> <td><i>Internal:</i></td> <td><i>External:</i></td> </tr> <tr> <td> <ul style="list-style-type: none"> • Facilities team • Cleaning team • Faculty • Staff </td> <td> <ul style="list-style-type: none"> • Students • Visitors • Contractors • Couriers / Australia Post </td> </tr> </table> | <i>Internal:</i> | <i>External:</i> | <ul style="list-style-type: none"> • Facilities team • Cleaning team • Faculty • Staff | <ul style="list-style-type: none"> • Students • Visitors • Contractors • Couriers / Australia Post |
| <i>Internal:</i> | <i>External:</i> | | | | |
| <ul style="list-style-type: none"> • Facilities team • Cleaning team • Faculty • Staff | <ul style="list-style-type: none"> • Students • Visitors • Contractors • Couriers / Australia Post | | | | |
| Reports to: | Operations Team Leader | | | | |
| Date of issue: | January 2024 | | | | |

Qualifications, Skills, Knowledge and/or Experience

Essential:

- Experience in customer service, reception or administration
- Excellent communication and interpersonal skills
- Demonstrated ability to manage time and competing demands
- Competent in the use of Microsoft Office and databases
- Able to work independently and actively use initiative
- Professional standard of personal presentation
- Ability to support and promote the Christian Vision, Mission and Values of Moore Theological College

Desirable:

- Experience in the higher education sector
- Understanding of the Sydney Anglican diocese

Acknowledgement

I understand and accept the responsibilities as outlined in this position description.

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| Name: | | | |
| Signature: | | Date: | |

Key Accountabilities

| Key Performance Area | Key Tasks | Performance Indicators |
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| Quality | | |
| Facilities Coordination (1 King Street) | <ul style="list-style-type: none"> • Ensure that the ground floor foyer of 1 King St is clean and tidy, ensuring debris is removed daily. • Assist with room bookings and costs associated for non-catered meetings and requests from staff, students, tenants and external visitors. • Distribute security access passes and student cards, as requested. • Assist with programming air conditioning to cater for the timetable and out-of-hours events as needed. • Assist contractors as needed. | <ul style="list-style-type: none"> • Foyer and entrances are kept clean and tidy daily. • Rooms are booked in a timely manner. • A response is given to the person requesting the room within three hours. • Familiarity of the routine of the College academic year and upcoming events. • Manage Key Sign out sheet. |
| Customer Service – Telephone | <ul style="list-style-type: none"> • Manage the telephone switch – answering all incoming calls and responding or redirecting as needed. • Ensure voicemail messages are redirected and/or responded to. | <ul style="list-style-type: none"> • Incoming calls are handled in a professional, friendly and efficient manner. • Enquiries are responded to or redirected to the appropriate department in a timely manner. |
| Customer Service – Face to face | <ul style="list-style-type: none"> • Approach and greet people and respond to requests as required. • Manage the sign in/out sheet for all visitors to Moore College. • Redirect unwelcome visitors. • Receive couriers and Australia Post (incoming and outgoing for College). • Ensure the Concierge front desk is manned at all times, where reasonable. • Responding promptly to emergencies, including notifying emergency services if needed. | <ul style="list-style-type: none"> • Professional standard of personal presentation is maintained. • Enquiries are handled in a professional, friendly and efficient manner and people are directed to the right location or department. • The security card sign out sheet is filled in and cards are returned. |
| Influence | | |

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| Communication | <ul style="list-style-type: none"> Ensure that relevant information regarding operational matters, plans or issues is effectively communicated to key stakeholders, including faculty and staff. | <ul style="list-style-type: none"> Stakeholders are kept informed. Communication/correspondence is appropriate to the audience. |
| Cross-unit Cooperation | <ul style="list-style-type: none"> Collaborate with other departments as required. Communicate issues, needs, or plans with other departments in a timely manner to ensure any potential impacts have been considered or planned for. Provide support to faculty and management where appropriate. | <ul style="list-style-type: none"> Other departments are aware of potential impacts of department plans. Information is provided accurately and in a timely manner. |
| Capacity | | |
| Office Administration | <ul style="list-style-type: none"> Sorting, distributing and re-addressing mail. Be responsible for consumables and use of franking machine. Arrange parcels to be sent out using E-Parcel as required. Update MooreDB for change of address forms and for Moore College supporters as required. Review and maintain procedures for the Concierge position. Assist with the maintenance of the records management system (TRIM) as required. Take EFTPOS transactions and enter into Starez for daily reconciliation. | <ul style="list-style-type: none"> Mail is distributed as soon as possible daily. Outgoing mail is ready to be picked up on time daily. Agreed data to be input into MooreDB within agreed timeframe. Stationery is ordered on a monthly basis. Stationery cupboards are audited monthly. Evidence of a willingness to assist other departments. |
| Accommodation | <ul style="list-style-type: none"> Provide support to Operations Manager and Team Leader for the administration of accommodation, liaising with students etc. | <ul style="list-style-type: none"> Preparation of housing documents as required. Update Starez and MooreDB in a timely manner. |
| Sustainability | | |

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| Security | <ul style="list-style-type: none"> • Ensure security of the 1 King Street building. • Ensure security of other College buildings as required. • Ensure doors are unlocked/locked at appropriate times. • Provide security for events in 1 King Street and other buildings as requested. | <ul style="list-style-type: none"> • Doors are unlocked each weekday morning by 8.30am and locked by 4.30pm daily. |
| WHS | <ul style="list-style-type: none"> • Assist the fire wardens, following evacuation procedures. • Contact emergency services as required. | <ul style="list-style-type: none"> • Emergency and evacuation procedures are followed. |
| General | <ul style="list-style-type: none"> • Complies with any other duties or requirements as directed by the supervisor. • Document processes as required. | <ul style="list-style-type: none"> • Current processes are documented. |
| General | | |
| Community | <ul style="list-style-type: none"> • Demonstration of the College's values. • Make a positive contribution to the College culture. • Encourage teamwork and foster good communication. • Assist and work collaboratively with others. • Actively participate in team and other meetings. | <ul style="list-style-type: none"> • Participation in team and other meetings. • Contributes positively to the College culture. |
| Risk and Compliance | <ul style="list-style-type: none"> • Compliance with WHS legislation, policy and procedures. • Participate in, promote and raise awareness of WHS in the College community. • Contribute to the maintenance of a safe, clean environment in the College community. • Ensure compliance with College policies and procedures, applicable legislation and regulatory frameworks. • Manage risk appropriately in all work activities. | <ul style="list-style-type: none"> • Evidence of participation in WHS activities, as required, e.g. evacuation drills, training, etc. • Evidence of risk management in work activities. • When applicable, documents are regularly updated in the record management system. |

Professional Development

- Maintain current competencies.
- Attend internal and external training as required.
- Participate in the annual performance review.

- Competencies remain up to date.
- Evidence of participation in internal and external training.
- Performance reviews are conducted annually.