

# Receptionist and Student Support

<b>Division/Unit</b>	Monash University Prato Centre
<b>Work location</b>	Prato, Italy
<b>Employment contract</b>	Local engagement, Italian ANINSEI national collective contract, Level 4
<b>Employment type</b>	Full time (38 hours per week)
<b>Date created or updated</b>	February 2018

## Position purpose

The Receptionist and Student Support is a key contact point between the Monash University Prato Centre and visitors to the Centre including the general public, students, academics, conference delegates, government representatives and VIP visitors. There is significant public and customer service interface as duties are carried out both in a busy main reception area and within the Student Services office. The position will be required to respond to a wide range of enquiries, The position contributes to the general administration of the Monash Prato Centre.

**Reporting line:** The position reports to the Manager of the Monash Prato Centre.

## Organisational context

**Monash University** is an energetic and dynamic university committed to quality education, outstanding research and international engagement. A member of Australia's Group of Eight research intensive universities, it seeks to improve the human condition and is committed to a sustainable future. Monash has six campuses in Victoria, a campus in Malaysia, a campus in South Africa, a centre in Prato, Italy, and numerous international partnerships and cooperative ventures. Monash has over 63,000 equivalent full-time students spread across its Australian and off-shore campuses, and over 7,200 full time equivalent staff. Almost 3,000 of these staff members are academic staff.

The **Monash University Prato Centre** is the key Monash University (and Australian university) presence in Europe. It seeks to:

- expand and leverage the location of its education programs;
- enhance research quality and impact;
- strengthen community engagement, support and impact for mutual benefit;
- develop and expand relationships with universities, government, industry and cultural organisations in Europe.

## Key result areas and responsibility

### 1. Reception role

1.1 Provide a high level of customer service by:

- Being the first point of contact for visitors, greeting them, and directing them to appropriate staff;

- Advising visitors seeking assistance, directions and information;
- Responding to counter, telephone and e-mail enquiries, referring them to other staff when appropriate;
- Maintaining the reception area so that it provides a welcoming environment for visitors.

1.2 Accurately and timely prepare documents, information, and communications, including:

- Centre room signage on a weekly basis and ad-hoc instructional or publicity information;
- Updating information on the digital signage in the reception area weekly;
- Updating information on the website when requested;
- Assist with the preparation of Centre correspondence and other written materials;
- Other duties as directed by the Director or Manager.

## **2. Student Support role**

2.1 Provide accurate and helpful information, and communicate effectively, tactfully, and professionally with students, staff and service providers:

- Respond to student enquiries (in-person, telephone and email), advising them on issues such as Centre facilities, class location and timetabling, health and wellbeing, and Student Life opportunities;
- Provide on-the-ground assistance to visiting staff on a range of facilities and services matters;
- Assist with the preparation of pre-departure information for students and academics;
- Assist with the preparation and delivery of compulsory Orientation Sessions for students and academics;
- Assist with immigration related matters including facilitating visa and stay permit processes;
- Prepare communications to students (email, website, social media, fliers);
- Maintain updated student-related pages and information on website.

2.2 Assist with identifying, evaluating, promoting and publicising initiatives to engage students at the local level and to enhance the 'Student Life' experience in Prato:

- Initiatives organised by the Centre such as Conversation Exchange, Family Meals, Monash Prato Card, and Prato Campus Week;
- Other initiatives outside the Centre deemed suitable and which contribute to the Student Life experience;
- Promotion and publicity via channels such as the web, email, social media and during orientation sessions.

2.3 Provide support for students and visiting staff for all health and safety related issues

- Make appointments to general or specialised medical practitioners;
- Assist with the completion of police reports in cases involving for example, theft;
- Liaise with Monash Melbourne staff for advice or potential follow up;
- Liaise with Monash insurance on behalf of students;
- When delegated to do so, accompany or visit students who may have been hospitalised.

2.4 Report writing

- Assist in the preparation of reports as related to Academic Programs.

2.5 Develop and enhance processes and information management procedures

- Use initiative to develop and enhance robust processes and thorough information management procedures in the Student Services area.

## Key selection criteria

### Essential criteria

- Near-native knowledge of English (oral and written) and good knowledge of Italian (oral and written);
- Post-secondary qualifications (certificate) in general administration or relevant experience gained in a busy and complex working environment;
- Excellent interpersonal and communication skills, with experience in reception or customer service areas including the ability to meet and greet visitors, and to liaise effectively with visitors, students, delivery and maintenance staff;
- Ability to prepare and proof-read correspondence and other documents;
- Excellent organisational and time management skills;
- Excellent keyboard skills, and effective use of modern business software, including the use of publishing, spreadsheet and database software, and electronic mail;
- Demonstrated ability to work in a cross-cultural setting;
- Professional demeanour and collegial approach to workplace relationships

### Desirable criteria

- Technical and/or artistic skills in communications and digital media will be highly regarded.
- An understanding of the functions and activities of the University, including associated procedures and processes.

## Other job related information

Required to open the Centre at 8.30am (when rostered mornings) and work until 5.30pm (when rostered afternoons), Monday to Friday.

Occasional weekend and after hours work may be required.

There are some peak periods of work during which the taking of leave may be restricted.

## Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including:

- Equal Employment Opportunity, supporting equity and fairness
- Occupational Health and Safety, supporting a safe workplace
- Conflict of Interest (including Conflict of Interest in Research)
- Paid Outside Work
- Privacy
- Research Conduct
- Staff/Student Relationships