

Role Description – Front Office Receptionist

Position Title	Front Office Receptionist
Reports to	Economic Development Director
Faculty	Administration
Level	ADML3S1
Applications Close	Applications will be reviewed as they are received and the role will close once a suitable candidate is appointed.
Key relationships	Economic Development Director, Primary & High School Faculty Directors, School Director, Teachers and Students, Visitors and Contractors

About Us

Nestled on 20 acres of stunning bushland and vibrant gardens in the tranquil Samford Valley, just 35 minutes from Brisbane's CBD, Samford Valley Steiner School (SVSS) offers a unique and vibrant educational journey for children from preschool through Class12.

As Queensland's largest Steiner school, we bring the richness of an independent education inspired by Rudolf Steiner's philosophy to life, and thoughtfully meeting Queensland curriculum requirements. Here, students experience a holistic, inspiring approach that ignites curiosity, resilience, and a love for learning.

With a passionate faculty, a supportive community, and modern facilities harmonised with nature, SVSS is dedicated to nurturing well-being and resilience in every child. We strive to cultivate compassionate, capable individuals who are ready to make a thoughtful impact in the world.

If you share our commitment to inspiring young minds and fostering a love for learning, we invite you to join us in making a meaningful difference.

The Role

We are seeking a professional, friendly, and organised Primary School Front Desk Receptionist to join our team in a part-time/full-time capacity. You will be responsible for greeting visitors, managing front office operations, and providing administrative support to ensure the smooth running of the Primary School.



Your contribution

As the Front Desk Receptionist, you will be the face of Samford Valley Steiner School for all visitors and community members. Your ability to deliver excellent customer service, manage front office tasks, and support the broader school community will make a significant impact.

Your key responsibilities will include:

Reception and Customer Service

- Welcome students, parents, and visitors with warmth and professionalism.
- Manage incoming phone calls and emails, directing enquiries as needed.
- Provide accurate information and assistance to parents, staff, and students.

Administrative and Faculty Support

- Provide practical administrative support to Faculty Directors (Primary School) such as scheduling, communications, meeting notes, and document preparation.
- Maintain accurate records, update student databases, and process attendance, late arrivals, and early departures.
- Assist with correspondence, reports, and filing.

Finance Support

- Provide basic assistance to the finance team, including receipting payments, invoice matching, and simple data entry.
- Support efficient information flow between front office, finance, and teaching staff.

Office Coordination

- Maintain an orderly and well-equipped reception and office environment.
- Oversee the visitor sign-in process, ensuring compliance with school policies.
- Provide logistical support for parent–teacher interviews, faculty meetings, and school events.

Communication and Collaboration

- Circulate notices and updates to staff and parents as directed.
- Liaise with teachers, support staff, and the finance team to ensure smooth information flow.
- Assist with coordination of festivals and community events.

Health and Safety

- Provide first point of contact for student health needs, including administering basic first aid.

- Ensure the reception and waiting areas remain safe and welcoming at all times.

What we are looking for

To be successful in this role, you will need:

Customer Service Excellence:

- Proven experience in a receptionist or customer-facing role, with a passion for delivering outstanding service in a professional and welcoming manner.

Strong Organisational Skills:

- The ability to manage multiple tasks, prioritise effectively, and maintain attention to detail in a busy school environment.

Communication and Interpersonal Skills:

- Excellent written and verbal communication skills, with the ability to engage positively with students, staff, and parents.

Tech-Savvy and Digitally Competent:

- Proficiency in using office software (e.g., Microsoft Office, Google Workspace) and school management systems to manage records and communications efficiently.

Emotional Intelligence:

- The ability to remain calm, empathetic, and patient when handling sensitive situations or resolving issues for students and parents.

Teamwork and Collaboration:

- A positive, collaborative approach to working with staff across the school to support the smooth running of daily operations.

Mandatory requirements

- **Blue Card (Working with Children Check):**
As required under Queensland law, all employees must hold a valid Blue Card for child-related employment.
- **First Aid Certification:**
A current First Aid certification is preferred, or the willingness to obtain one.

Interested in applying?

To enable us to assess your merit, your application should include:

- Your current resume.
- A brief letter (1 -2 page) telling us why you are interested in this role. This should not be a restatement of your resume and does not require you to respond to each of the key capability areas; it is also your opportunity to tell us about yourself, what you'll bring to the role and what you'll get out of it)

Conditions and benefits of the role

Your employment experience with us will include work-life balance with flexible working options, competitive salary and benefits (including up to 12.75 per cent superannuation contributions by your employer and generous leave loading), generous leave entitlements, career progression opportunities and the chance to make a difference to the lives of students.