

**Front Desk Receptionist/Switchboard
New Hanover County Schools**

Job Description

Class: Classified

Dept: Human Resources

TITLE: Support Associate IV

- QUALIFICATIONS:**
1. High school degree required.
 2. Two or more years of clerical and client service experience required.
 3. Strong communication, organizational and interpersonal skills.
 4. Other qualifications as the superintendent and board may find appropriate and acceptable.

REPORTS TO: Director of Human Resources

JOB GOAL: To be responsible for receptionist and switchboard duties for the central office and support the Human Resource Division.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to personnel issues.
2. Maintain strict confidentiality for all personnel matters.
3. Serve as a receptionist giving information regarding school operations and handling telephone inquiries and system correspondence.
4. Answer incoming calls and route them to the proper person or department; answer questions regarding routine matters.
5. Monitor computer log-in for all visitors and provide each with identification badge for security purposes.
6. Provide support for accurate system wide record maintenance; assist with online application process, and assist with processing staff development credits.
7. Monitor lobby activity in the central office building. Observe and report any unusual or suspicious persons or activities.

8. Assist the Human Resources Division providing employee requested documents, files, checks and other pertinent data.
9. Maintain conference room schedules for Administration Building.
10. Perform other duties and responsibilities as requested by the Director of Human Resources.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 61

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Ability to communicate clearly and concisely, both orally and in writing; ability to communicate with school personnel, parents, and central office staff while complying with the confidentiality requirements in local, state, and federal policies and statutes.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Demonstrate functional knowledge of computers and all aspects of the Microsoft Office Professional software programs.
- Ability to follow oral and written instructions.
- Ability to operate multi-line phone system.
- Ability to interact and deal with the public in a professional and positive manner.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.