

Position Title: **School Receptionist-Middle School**

Last Updated: March 2019

Reports To: Middle School Principal

Status: Permanent Full-time, 11 month non-exempt

Schedule: 11 months; Monday through Friday, Hours as assigned

Benefits: Full benefit eligibility

Summary Description: The Middle School Receptionist is the gate-keeper of the middle school office, providing a warm, welcoming and inviting atmosphere for students, staff, parents and visitors. The receptionist also completes administrative tasks and supports the middle school administration.

Essential Functions:

- Answer incoming phone calls in a pleasant, informed manner for the purpose of providing and creating a good image and first impression of the School
- Greet all incoming students, families, and guests respectfully and professionally, determining their needs, checking scheduled appointments, and directing them to the proper person
- Check voice mail messages left in school's general mailbox on routine basis and distribute accordingly those messages needing immediate attention
- Receive and distribute miscellaneous materials such as school supplies, student lunches, forms, homework assignments, athletic equipment, etc. left with the front office for students by their parents, and/or others
- Be knowledgeable and current on school activities, programs, and events related to the school calendar
- Select appropriate channels for resolving concerns or problems as situations present themselves
- Require all visitors to sign-in and identify themselves; provide appropriate passes and badges following policy and protocol
- Check students in and out- issue passes and monitor requests for early dismissals
- Assign lockers for all students
- Assign car line tags for carpool
- Notify students when they are placed on Academic Support
- Assist in all aspects of maintaining a professional front office, including but not limited to fielding and directing incoming phone calls to the appropriate staff member in a timely, professional manner, filing and copying of sensitive information
- Develop a positive, welcoming and caring climate in the front office
- Train, supervise, and coordinate the efforts of the student office aides
- Work closely with the MS nurse and administration regarding care for students, especially in emergencies
- Copy and organize materials for teachers and administration
- Make coffee for the staff everyday
- Maintain the School's lost and found box
- Assist students and others with routine problems and refer items of concern to the appropriate party
- Prepare routine correspondence, memoranda, reports, records, bulletins and other office documents
- Sort and distribute incoming mail, documents, books, materials and supplies following established procedures
- Receive deliveries from outside supply and delivery services, ex. Fed-Ex, UPS; arrange for the distribution to the relevant department
- Reconcile daily attendance and request notices for those unexcused, outstanding absences and send to teachers
- Craft and send out the weekly middle school newsletter
- Publish the weekly test calendar and send to parents and students
- Make daily public address (PA) announcements as needed (general, security, weather, sports and dismissals)
- Responsible for the student team making daily morning announcements
- Keep up with announcements during the day such as sports dismissals, etc.
- Maintain marquis board for daily communication, lobby picture and announcement monitors

- Work closely with school counselors, communicating with them in order to help students and parents in need
- Plan and execute the character awards to be given in chapel; create the awards, plan the field trips, secure transportation, etc.
- Run point on various middle school trips throughout the year
- Oversee students serving morning detention and students in morning room on Wednesday mornings
- Be able to quickly learn names and faces of students and parents
- Serve as point of contact for all staff for facilities requests, repairs and needs.
- Post documents and attendance on a routine basis in RenWeb
- Ensure that all monies received through the front office are secured properly and distributed to the appropriate individuals
- Assist with all safety drills including fire, severe weather, and internal security drills
- Assist the sub-coordinator and incoming substitutes, making sure they have lesson plans and necessary resources

Additional Responsibilities:

- Have a personal relationship with Jesus Christ
- Sign the Fellowship Christian School Statement of Faith
- Acknowledge and understand Fellowship Christian School's Mission Statement
- Be a Christ follower whose relationship is defined by having received Christ as Savior and a pursuit of spiritual growth
- Wear proper attire, consistent with school's dress code at all times and to maintain positive attitude and appearance in accordance with school standards
- Must maintain high level of personal hygiene and cleanliness at all times
- Report inappropriate behavior to School Administration in order to maintain a safe learning environment
- Make a constructive effort to protect all students from conduct detrimental to learning, health or safety
- Abide by and comply with all school policies and regulations
- Other duties as requested or assigned per the Middle School Principal or Head of School

Qualifications:

- Bachelor's degree
- Training and experience that are considered relevant
- Three years similar experience, preferably with experience in academic environment
- Knowledge of good telephone etiquette with the ability to deal tactfully and confidently with callers and visitors
- A courteous and pleasing personality
- Must be able to work intuitively and independently
- Strong organizational skills for multi-tasking and prioritizing responsibilities
- Demonstrated writing and oral communication skills
- Ability to establish and maintain satisfactory working relationships with other employees, students, parents and the general public
- Must work effectively with colleagues, faculty and students by practicing respect for deadlines, collaborative problem solving and honest communication
- Must possess sensitivity to confidential information and hold a high standard of integrity
- Work with courtesy, tact and diplomacy in dealing with others, and the ability to work as part of a team
- Ability to remain calm, composed and flexible within a busy and demanding environment
- Solid working knowledge of Microsoft Office Suite, (Word, Excel, OneNote, Power Point) Internet, knowledge of RenWeb a plus
- Must have the ability to work in a school environment by successfully passing the school mandated background check process
- Positive appearance, attitude and presentation with a strict sense of confidentiality
- Regular and consistent attendance and punctuality is required and as a condition of employment
- Must have a valid state driver's license

Physical Qualifications:

- Regularly required to listen, physically direct, and speak
- Able to handle emergency situations calmly and effectively
- Position requiring mobility, including bending, lifting (up to 25 lbs.), pushing, walking
- Use of hands and fingers to manipulate office equipment, handle, or feel and reach with hands and arms
- Specific vision abilities required including close vision, distant vision, color vision and depth perception
- Must be capable of standing and/or sitting at a computer for extended periods of time, be capable of repetitive movements of wrists, hands and fingers
- Must be capable of occasionally carrying and moving small objects

Working Environment:

- The work environment is usually a peaceful and joyful environment with extreme productivity and helpfulness; however variations in noise level may occur when employee attends school functions such as assemblies and other events
- The environment may be stressful and hectic at times with frequent interruptions, multiple distractions, and changing priorities
- This position is primarily an administrative position performing duties in a typical office setting and thus is exposed to minimal adverse working conditions

Limitations and Disclaimer

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description reflects administration's assignment of essential functions; and nothing in this herein restricts administration's right to assign or reassign duties and responsibilities to this job at any time.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.