

27J SCHOOLS
CLASSIFIED POSITION JOB DESCRIPTION

Job Title: Receptionist - Bilingual
Date Prepared or Last Modified: December 2021
Work Year: 12 months
Department: Human Resources
Reports to: TBD

SUMMARY: Provide bilingual client service in reception and over the phone. Perform and maintain the operation of the multi-line phone system, provide support to the HR – including HR document filing and data entry - and office support to other departments within the Administrative building. Ability to multi-task demonstrate positive, collaborative working relationships and participate in collegial problem solving in a variety of situations emphasizing teamwork.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- D 65%
 - Operate multi-line phone system, provide exceptional customer service when responding to inquiries on a wide variety of issues- academic programs, nutrition program, before and after school program, school calendar, district policies, etc.
 - Sort and direct incoming or outgoing mail and packages, including warehouse deliveries
 - General office procedures and protocol
 - Greet visitors and direct to various office locations within the administrative building
 - Answer, screen, and forward incoming calls to appropriate individual or department
 - Communicate information orally and in writing
 - Schedule of meetings within Administrative Building and District Training Room
 - Process building work orders via School Dude Program to Facilities department
 - Process transcript requests for current, as well as, former students, military, colleges, universities, including third parties
 - Assist families with school district questions and in understanding registration process – Preschool and K – 12
 - District wide radio contact in case of emergency situations at any and all locations

- D 15%
 - Support HR administrative and procedural tasks including scheduling, data entry, verbal employment verifications, paper and electronic filing.

- D 17%
 - Maintain and update contact and distribution lists in databases and district telephone extension lists.
 - Maintain and update school office listings
 - Maintain and update District Responsibility Areas

- M 2%
 - Support activities related to meeting preparation and general spirit including but not limited to birthday cards.
 - Participate in monthly district wide radio communication check
 - Order designated office supplies
 - Train office personnel for coverage of reception desk

Ongoing 1% Other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND TRAINING: High School diploma or equivalent.

EXPERIENCE: One year experience.

SKILLS, KNOWLEDGE, & EQUIPMENT: Bilingual Required - Spanish. English Language, oral and writing skills; basic math and accounting; interpersonal relations; personal computer, keyboarding and word processing; critical thinking and problem solving skills. Must have excellent interpersonal relations; customer service and public relations; critical thinking and problem solving, and organizational skills. Ability to manage confidentiality in all aspects of job; manage multiple priorities; and the ability to multi-task with frequent interruptions. Knowledge of Microsoft Office and Microsoft Outlook required.

CERTIFICATES, LICENSES, & REGISTRATIONS: CPR, First Aid and AED certification preferred.

SUPERVISION/TECHNICAL RESPONSIBILITY: No Supervisory responsibility.

The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to stand and walk. The employee is frequently required sit, to use hands to finger, handle or feel; reach with hands and arms; talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl; taste or smell. The employee is occasionally required to lift and/or move up to 25. Specific vision abilities required by this job include color vision.

WORK ENVIRONMENT: While in this position the employee will occasionally exposed to risk of electrical shock and vibrations. The level of noise that is typical in the work environment for this job is quite.

MENTAL FUNCTIONS While performing the duties of this job, the employee is regularly required to compare, analyze, copy, coordinate, instruct, compile and negotiate. Frequently required to communicate, and use interpersonal skills.