



GENERAL INFORMATION

TITLE..... Receptionist
DEPARTMENT..... Administrative Assistants
LICENSURE Not Applicable
ENDORSEMENT..... Not Applicable
CLASSIFICATION Classified
FLSA STATUS..... Non-exempt
REPORTS TO Business Manager
SUPERVISORY RESPONSIBILITIES..... Not Applicable
PRIOR EXPERIENCE Experience as an administrative assistant/secretary is preferred
EVALUATION Evaluated by the Business Manager and/or other certified evaluators using the agreed upon evaluation tool.

JOB GOAL(S)

Under general supervision from administration, the employee will:

- Serve as the face of the building, welcoming guests, students, parents and teachers alike into the building, in a warm and friendly manner. You will be responsible for the successful functions of the reception area/training rooms; answering phone calls and emails and keeping on top of office administration duties such as mail, Department of Finance & Operations support, Department of Student Services support, photocopying, filing and general office support.

MAJOR DUTIES & PERFORMANCE RESPONSIBILITIES

The criterion indicated below are intended to describe various types of work that may be performed. The exclusion of specific responsibilities does not prohibit them if the work is similar, related, or a logical task of the position.

General

- Maintain department records, including official copies of contracts and board resolutions, utilizing both electronic and paper storage means.
- Demonstrate punctuality and regular attendance for the purpose of ensuring consistency and continuity of building services.
- Participate in training, workshops, etc., as required for the purpose of conveying and/or gathering information required to perform job functions.
- Perform general and program specific secretarial functions for the purpose of supporting departmental activities.
- Perform other duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
- Attend and/or coordinate meetings and conferences, preparing agenda items, calendar and minutes as required;
- Maintain confidentiality as required and appropriate.
- Demonstrate initiative, independence, and decision making appropriate to the performance tasks of this position.
- Make efficient use of time and resources available.
- Provide well-organized, accurate work.
- Demonstrate ability to prioritize tasks and to change priorities, as appropriate, to meet the needs of the job.
- Demonstrate a willingness to assist and work cooperatively with colleagues.
- Ensure the safety and security of the building at all times, when necessary making sure that the door is either locked/unlocked and entry to the premises controlled.
- Ensure that the reception area and training rooms are organized and that information is kept up-to-date.
- Respond to inquiries for the purpose of referrals and directions as may be required.
- Forward requests for information and messages to the appropriate individuals.
- Understand and conform to all rules of punctuation, grammar, diction and style.
- Write using standard convention in all languages required by the job.
- Perform under stress, deal with persons acting under stress and adapt when confronted with emergency situations.
- Be sensitive to cultural differences among individuals and groups of persons.
- Understand, accept, and abide by the District’s philosophy and mission statement.
- Consistently exhibit high standards of professional conduct.

- Type routine correspondence, memoranda, reports, records, bulletins, orders and other office documents from sources such as rough drafts, notes, and oral instructions.
- Able to read, comprehend and apply job-related written material and make decisions in accordance with applicable school system policies and procedures.
- General knowledge of the operations of the department.
- Ability to transcribe information and to prepare standardized forms, letters and reports from that information.
- Ability to compile simple information.
- Ability to maintain accurate records and to develop simple reports from those records.
- Ability to understand and follow oral and written instructions.
- Ability to type accurately at a moderate rate of speed.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

Finances

- Assist the administration in the preparation of correspondence, reports, and filing of various documents.
- Handle all aspects of the Free and Reduced Price Milk Program, including soliciting and processing applications, filing claims, and completing audits.
- Assist in the preparation, maintenance and filing of budgets, levies, and other reports, claims, and documents.
- Communicate with staff and outside parties regarding procedural requirements for the purpose of processing transactions.
- Acts as a backup to business office functions for the purpose of efficient and effective functioning of the work unit.
- Reconcile financial data for the purpose of maintaining accurate account balances and ensuring compliance with established accounting practices.
- Gather, review and maintain reports, forms, records, supporting documentation, cost estimates, authorizations and other information needed in support of the business office;
- Assist in the completion of the annual audit as directed by administration with approved auditor and providing records as requested.
- Assist in the utilization of state and federal grants is completed in accordance with regulations and that appropriate financial records are maintained.
- Assist with the bookkeeping for the district including cash receipts, journal entries, or other relevant transactions.
- Attend various meetings concerning school finance, and/or other topics to stay current with regulations, guidelines, and information as directed. Shares new learning with appropriate personnel in the district.
- Assist with the ordering of stationery, materials and resources and ensuring that stock levels are maintained.
- Use/interpret job related terminology, mathematical formulas and functions effectively and efficiently.
- Able to perform basic arithmetical calculations (addition, subtraction, multiplication and division of whole numbers, fractions and decimals).
- Produce reports on a weekly, monthly, and annual basis such as enrollment and milk usage for various departments.

Phones/Service

- Provide assistance to the administration by screening calls, responding to inquiries, scheduling appointments, conferences and other meetings.
- Assist with fee waiver applications for the purpose of timely processing of applications.
- Display tact, courtesy and professionalism when dealing with students, staff, residents, and others in person and by telephone in the performance of this position.
- Act as the first point of contact for the building: welcoming visitors and responding to telephone and email enquiries in a helpful and constructive manner and ensuring that appropriate actions are taken in a timely manner.
- Use visitor management system, when available, to check-in individuals requesting access to the main school building.
- Answer multi-line phone system calls in a pleasant, informed manner for the purpose of providing information and creating a good image of the district.
- Respond adequately to inquiries or complaints.
- Develop a positive, welcoming and caring climate for the building.
- Refer problems and concerns to administrator for attention as needed.

Mail

- Provide information and prepares informational brochures, pamphlets, mailings, and other material pertinent to departmental assignment and activities;
- Assist personnel with the mailing and distribution of various documents and communication.
- Undertake the sorting and distributing of incoming mail/packages delivered each day.
- Notify employees of mail, information, visitors, or materials waiting at a central location.
- Maintain stocks of postal supplies and prepare outgoing post for mailing.
- Undertake bulk emailing as and when necessary.

- Process, sort, check for accuracy, and file documents in accordance with established systems; distributes intra-office and general delivery mail; maintains routine office records relating to student records, instructional materials, etc.
- Securely transfer student records upon request from requesting school(s).

Technology

- Set up and maintain spreadsheets or other tools for the purpose of tracking purchasing, activities, expenditures, payments, or for other purposes.
- Use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail, and database software in performing work assignments;
- Proficiently use various software programs specific to communication and student/staff/financial/human resource information systems.
- Distribute incoming email messages as necessary.

Office Machinery

- Operate postage machine and orders postage when needed.
- Operate/use a variety of automated office machines and other office equipment.
- Operate/use a variety of printing/graphic arts machines.
- Operate/use a variety of audiovisual/electronic machines and devices.
- Operate/use a variety of communication machines/equipment/devices.
- Operate/use a variety of job specific machines/equipment.
- Possess basic clerical skills and knowledge of office practices and procedures that involve the operation of standard office equipment such as personal computer, copier, fax, and associated equipment that can be learned on the job within several months.
- Monitor photocopier operations as needed and secure service and supplies when situations arise.
- Assist in the technology set-up for various building needs and events when applicable.

MENTAL DEMANDS

Knowledge

The employee is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include knowledge of various software packages including GoogleApps for education, word processing, and spreadsheet creation, and Student Management System; parent notification systems, working knowledge of basic hardware operations used by the district including but not limited to white boards, chrome books, laptop/desktop, and iPads.

Ability

The employee is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use basic, job related equipment. Flexibility is required in this position to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using defined methods. Problem solving is required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; being attentive to detail; meeting deadlines and schedules; adapting to changing work priorities; displaying patience, a sense of humor, and teamwork.

Education/Preparation

At a minimum, the employee shall possess the equivalent of a high school diploma. However, verifiable college coursework beyond a high school diploma is preferred.

Reasoning

The employee shall possess the ability to define problems, collect data, establish facts, and draw valid conclusions. The employee shall possess the ability to solve practical problems and deal with a variety of abstract and concrete variables in situations where only limited standardization exists. The employee shall possess ability to interpret an extensive variety of technical instructions in written, oral, diagram or schedule form.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, talk, hear, taste, and smell. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee regularly works inside and works in an educational setting with children of varying ages and abilities. Work duties may include occasional work in outdoor weather conditions and is subject to noises associated with an educational environment both indoors and outdoors. However, the noise level in the work environment is usually moderate. The employee is partially responsible for the safety and well-being of various school stakeholders. Duties may occasionally be performed in libraries, cafeterias, parking lots, gymnasiums, auditoriums, and hallways

The mental demands, physical demands, and work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow an employee with disabilities to perform the essential functions.

ADOPTED

- January 14, 2019