

SCHOOL DISTRICT OF DESOTO COUNTY

RECEPTIONIST, SCHOOL

JOB DESCRIPTION

QUALIFICATIONS:

- (1) High school diploma or equivalent.
- (2) Satisfactory criminal background check and drug screening.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of telephone etiquette and operations. Possession of strong interpersonal skills and sound judgment. Ability to communicate effectively with public, employees, and peers. Ability to store and file correspondence and data in an organized manner. Ability to use correct grammar when writing and speaking. Ability to perform word processing functions and operate telephone system and fax machine. Ability for perform a variety of tasks. Ability to communicate orally and in writing. Ability to plan, organize and establish priorities related to assignment. Ability to handle sensitive information in a confidential manner. Ability to work independently and make decisions with minimum supervision. Ability to handle multiple tasks in a professional and courteous manner. Ability to answer a telephone in a professional and courteous manner. Ability to work cooperatively with others.

REPORTS TO:

Principal

JOB GOAL

Communicate effectively to the public, employees and peers, through strong interpersonal skills, positive public relations, and a high level of efficiency and knowledge of office practices and procedures.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- *(1) Contribute to effective community relations by prompt and courteous handling of all inquiries and visitors.
- *(2) Answer incoming telephone calls; determine purpose of callers, and forward calls to appropriate personnel or department.
- *(3) Take and deliver messages or transfer calls to voice mail when appropriate personnel are unavailable.
- *(4) Answer questions about organization and provide callers with address, directions, and other information.
- *(5) Welcome on-site visitors, determine nature of business, and announce visitors to appropriate personnel.
- *(6) Monitor visitor access and issue passes when required.
- *(7) Update appointment calendars.
- *(8) Receive, sort, and route mail.

*Updated: April 23, 2024
Effective Date: July 1, 2024*

Job Code: 73095

RECEPTIONIST, SCHOOL (Continued)

- * (9) Maintain and route publications.
- * (10) Maintain fax machines, assist users, send faxes, and retrieve and route incoming faxes.
- * (11) Order, receive, and maintain office supplies (when required).
- * (12) Create and print fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- * (13) Perform other clerical duties as needed, such as filing, photocopying, and collating.
- * (14) Demonstrate initiative in the performance of assigned responsibilities.

Employee Qualities/Responsibilities

- * (15) Meet and deal effectively with the general public, staff members, parents, administrators and other contact persons using tact and good judgment.
- * (16) Follow attendance, punctuality and other qualities of an appropriate work ethic.
- * (17) Ensure adherence to good safety standards.
- * (18) Maintain confidentiality regarding school/workplace matters.
- * (19) Model and maintain high ethical standards.
- * (20) Maintain expertise in assigned area to fulfill position goals and objectives.
- * (21) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.

Inter/Intra-Agency Communication and Delivery

- * (22) Exercise service orientation when working with others.
- * (23) Keep supervisor informed of potential problems or unusual events.
- * (24) Use effective, positive interpersonal communication skills.
- * (25) Respond to inquiries and concerns in a timely manner.
- * (26) Serve on school/district committees as required or appropriate.

System Support

- * (27) Exhibit interpersonal skills to work as an effective team member.
- * (28) Follow federal and state laws as well as School Board policies, rules and regulations.
- * (29) Demonstrate support for the school district and its goals and priorities.
- * (30) Demonstrate initiative in identifying potential problems or opportunities for improvement.
- * (31) Prepare or assist in the preparation of all required reports and maintain all appropriate records.
- * (32) Participate in cross-training activities as required.
- * (33) Perform other tasks consistent with the goals and objectives of this position.

*Essential Performance Responsibilities

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the district's approved compensation plan. Length of the work year and hours of employment shall be those established by the district.

COMPENSATION:

Compensation for this position is Pay Lane **A02, B02, D02**

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RECEPTIONIST, SCHOOL (Continued)

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.