CLARKSDALE MUNICIPAL SCHOOL DISTRICT

RECEPTIONIST, DISTRICT
JOB DESCRIPTION

QUALIFICATIONS:

1. High school diploma or equivalent.
2. Three (3) years of clerical experience.
3. 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 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 using current technology. Ability to perform a variety of tasks. Ability to use time effectively. 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:

Assistant Superintendent

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. Operate the district switchboard/telephone system and fax machine.
3. Greet and direct visitors to appropriate personnel.
4. Monitor visitor access and issue passes when required.
5. Enter and update all substitute data on the CIMS system.
6. Collect and notarize information for various individuals and reports.
7. Demonstrate initiative in the performance of assigned responsibilities.

Employee Qualities/Responsibilities

8. Meet and deal effectively with the general public, staff members, parents, administrators and other contact persons using tact and good judgment.
9. Follow attendance, punctuality and other qualities of an appropriate work ethic.
10. Exhibit professionalism in dress, attitude, and customer service.
11. Ensure adherence to good safety standards.
12. Maintain confidentiality regarding school/workplace matters.
13. Maintain confidentiality in dealing with employee issues.
14. Model and maintain high ethical standards.
15. Maintain expertise in assigned area to fulfill position goals and objectives.
16. Participate successfully in the training programs offered to increase skill and proficiency related to assignment.

Inter/Intra-Agency Communication and Delivery

17. Exercise service orientation when working with others.
18. Keep supervisor informed of potential problems or unusual events.
19. Use effective, positive interpersonal communication skills.
20. Respond to inquiries and concerns in a timely manner.
21. Serve on school/district committees as required or appropriate.
22. System Support
23. Exhibit interpersonal skills to work as an effective team member.
24. Follow federal and state laws as well as School Board policies, rules and regulations.
25. Demonstrate support for the school district and its goals and priorities.
26. Demonstrate initiative in identifying potential problems or opportunities for improvement.
27. Prepare or assist in the preparation of all required reports and maintain all appropriate records.
28. Participate in cross-training activities as required.

Perform other tasks consistent with the goals and objectives of this position.

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.

EVALUATION:

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