



Receptionist - CAB

Purpose Statement

The job of Receptionist is done for the purpose/s of greeting and directing visitors, responding to inquiries from staff, the public, parents, students, etc. by providing requested information and/or referral to other parties; and, when time permits, providing general clerical support.

Supervisory Relationship

Reports to: Community Relations Director

Essential Functions

- **Telephone Management:** Answer the telephone system for screening calls, transferring calls, responding to inquiries, and/or taking messages.
- **Item Distribution:** Distribute items within the site (e.g., special delivery and overnight mail/packages, messages, application packets, etc.) to ensure receipt by the addressee.
- **Visitor Greeting:** Greet individuals entering the building (e.g., visitors, parents, students, vendors, etc.) to respond to inquiries and/or direct individuals to appropriate locations in accordance with established building security procedures.
- **Reception Area Maintenance:** Maintain reception area materials (e.g., student enrollment, student transfers, home education, etc.) to provide resource information to visitors.
- **Information Maintenance:** Maintain building information (e.g., use schedules, staff directories, emergency contacts, etc.) to provide reference information.
- **Human Resource Support:** Perform clerical functions (e.g., I9 verifications, volunteer paperwork, staff photos, scanning, fingerprinting, etc.) to support the Human Resource Office.
- **Program Support:** Perform general clerical functions (e.g., scheduling, data entry, etc.) to support operations of the Students In Transition (SIT) and Student Support Services transportation programs.
- **Clerical Functions:** Perform general clerical functions (e.g., scheduling, copying, faxing, data entry, filing, etc.) to support office operations.
- **Material Reception:** Receive a variety of items (e.g., mail, special deliveries, packages, supplies, etc.) to distribute materials to appropriate parties.
- **Adherence to Policies:** Follow school policies and procedures.
- **Attendance:** This position requires prompt and consistent attendance.
- **Other Duties:** Undertake additional tasks as assigned to support the effective operation of the work unit.

Job Requirements: Minimum Qualifications

Skills

- Preparing and maintaining accurate records.
- Operating standard office equipment.
- Utilizing pertinent software applications.

Knowledge

- Basic math, including calculations using fractions, percents, and/or ratios.
- Reading a variety of manuals, writing documents following prescribed formats, and/or presenting information to others.
- Understanding complex, multi-step written and oral instructions.
- Business telephone etiquette.

Abilities

- Schedule a significant number of activities, meetings, and/or events.
- Gather, collate, and/or classify data.
- Use basic, job-related equipment.
- Work with others in a wide variety of circumstances.
- Work with data utilizing specific, defined processes.
- Operate equipment using defined methods.
- Maintain confidentiality.
- Adapt to changing priorities.
- Work with frequent interruptions.
- Communicate with diverse groups.
- Display tact and courtesy.

Responsibility

Working under direct supervision using standardized routines; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling, and significant fine finger dexterity. Generally, the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience

Job-related experience with increasing levels of responsibility is required.

Education

High school diploma or equivalent.

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non-Exempt

Salary Grade

SJ