MOORE PUBLIC SCHOOLS

Job Title: **Receptionist**

Qualifications:

Credentials: **None**

Education: High school diploma and specialized vocational experience in or after high school in the following area: Computers and Bookkeeping/Accounting.

Training or Experience Required: 3 years of school system secretarial experience preferred. Minimum of 2 years with computer experience using word processing, databases, and spreadsheets. 1-2 years processing accounts receivable/payable.

Special Skills, Knowledge, Abilities:

Communication Skills (oral, written, or business): Basic communication skills to exchange information, give/receive simple instructions and respond to inquiries. Includes filling out forms. Knowledge of grammatical structure, vocabulary for preparing correspondence from rough draft or proofing of completed material. In addition to above, composes correspondence; trains and directs others and provides complex instructions; conducts interviews.

Data Recording/Record Keeping: Performs data recording/record keeping operations determining what changes need to be made to existing records, including computerized records.

Mathematical Skills: Performs routine computations requiring knowledge of addition, subtraction, multiplication and division using whole numbers, fractions, decimals and/or percentages.

Reading and Interpreting: Reads and interprets routine written or printed materials such as charts, diagrams, maps or instruction material.

Business Machines (like computers, copiers, etc.): Uses business machines that can be easily learned from simple manuals or simple verbal instructions. Such machines include but are not limited to transcribers, photocopiers, computers and multi-line telephone consoles. Office Filing and Retrieving: Responsible for establishing and/or maintaining an existing filing system.

Spelling Skills: Incumbent needs to spell correctly and proofreads work of others concerning spelling and grammatical structure.

Typing Skills: Proficient skills in typing/word processing.

Site: **Maintenance**

Reports To: **Director of Maintenance/Director of Custodial Services**

Job Goal (Purpose of Position): Performs skilled/full journey level clerical/secretarial duties under general supervision to assist in the efficient operation of the office.

An incumbent in this position will follow generally standardized operating policies and procedures. On occasion will have to interpret policies and procedures and follow predetermined solutions established by higher-level supervision or operating procedures.

Contact with Others: An incumbent in this position has regular contact by telephone or in-person with the public to determine actual information needed. Job requires interpreting and translating facts and information, explaining situations and issues to persons and advising them of alternative courses of action.

Other Performance Measures:

Successful performance of the job requires good customer service/people skills to resolve problems and provide information as requested. It requires following safety guidelines and policies to reduce accident or injury. It requires following school dress standards, proper attendance or leave policies, and other work-habits concerns. Creativity, initiative, and effective problem solving are important to the success of the position. In addition, must maintain a positive attitude and be cooperative toward other staff members, the public, and students within the educational system.

Essential Job Functions**:**

1. Performs secretarial duties for the Director of Maintenance and Custodial Services. Oversees clerical work and assigns jobs according to priorities and availability.

2. Receives telephone calls and messages. Dispatches personnel and provides necessary information. Receives walk in visitors and directs them to proper persons or answers questions.

3. Compiles information and maintains all data related to maintenance purchasing, bidding and updating vendor lists.

4. Maintains personnel and other confidential and departmental records in both a hard copy and when possible on computer. Sets up a filing system so that information can be readily retrievable.

5. Assimilates data, prepares daily, weekly and other reports. The reports and files include but are not limited to service files for vehicles, accidents, safety training, etc.

6. Maximizes use of computers to simplify word processing, filing, data base management, mailing labels, charts, and common forms that need to be kept or processed. Must have knowledge in advanced word processing and spreadsheet to simplify work for others and to train others.

8. Prepares work orders, purchase orders and requisitions.

9. Schedules meetings, interviews, and appointments. Records minutes, prepares agendas, prepares meeting rooms, makes copies as necessary for meetings.

10. Assists with reference checks, with training in personnel rules and procedures and with requests to see confidential files. Maintain address and mailing listing for department personnel.

11. Assist parents and patrons with complaints and special requests of a routine nature. May act as liaison for more difficult requests between public and department.

12. Prepares correspondence. Handles incoming and outgoing mail.

13. Performs other duties as assigned.

Supervision exercised: An incumbent does not directly supervise but indirectly provides direction and technical assistance to clerical personnel in department.

Physical/Mental Requirements and Working Conditions:

This is an office/clerical job with few if any physical/mental requirements other than those included in the essential functions. Must be able to communicate on the radio and telephone.

TERMS OF EMPLOYMENT:	251 Days Per Year
SALARY:	Category A
EVALUATION:	Performance of this job will be evaluated in accordance with Board Policy

Approved 08/09/1993
Revised 1998-99 Negotiated Contract
Revised 11/27/2000
Revised 2024-25 Negotiated Contract