



# HUMBLE INDEPENDENT SCHOOL DISTRICT

## Job Description

### INSTRUCTIONAL SUPPORT CENTER BUILDING RECEPTIONIST

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<b>Reports to:</b>	Director of Professional Learning
<b>School/Department:</b>	Professional Learning
<b>Pay Grade:</b>	Office Professional Pay Grade 3
<b>Work Days:</b>	226
<b>Wage/hour status:</b>	Non-Exempt
<b>Created/revised:</b>	April 2019

#### Primary Purpose:

Serving as the first point of contact for the District's Instructional Support Center (ISC), the Receptionist will grow and maintain community support for the district by providing the highest-quality customer service. The Receptionist will represent the district's culture and values when greeting parents, staff, and visitors to the ISC, and will be an integral part of the Professional Learning Team by providing support for training sessions and customer support.

#### Qualifications:

##### Education/Certification:

- High School diploma or GED
- College hours related to Education or Business coursework or comparable from an accredited college or university recognized by the US Department of Education preferred
- CPR certification (will provide training, if needed)

##### Special Knowledge/Skills:

- Knowledge of standard building reception center operations, procedures and practices
- Skill in operating multi-line phone system and efficiently answer questions and route calls as necessary
- Skill in operating computer for data entry/information retrieval plus basic office equipment such as copier, fax, scanner
- Skill in assisting telephone and walk in customers simultaneously using proper telephone etiquette and customer service techniques in a friendly and flexible manner
- Skill in good listening and evaluating situations to anticipate business needs and responding accordingly
- Skill in proper English grammar, syntax, formatting, spelling and punctuation (written and verbal) and proofreading
- Skill in operating MS Office (Word, Excel), Google, and Google Drive
- Skill in mathematical calculations, data entry, and detailed numerical/clerical work
- Ability to remain focused, calm, positive, and productive in a highly visible, busy environment and during periods of fluctuating workloads.
- Ability to multi-task, prioritize work, and efficiently process a high volume of customers
- Ability to work independently and as part of a team
- Ability to maintain confidentiality of privileged and sensitive information
- Ability to maintain professional behavior, appearance, and work ethic to represent the school district in a positive manner at all times
- Ability to communicate effectively with tact and diplomacy and provide a high level of customer service to parents, students, employees, administrators, elected officials, co-workers, outside agencies and organizations, vendors, and the general public



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#### Experience:

- Three years of verifiable secretarial/clerical experience assisting the public in a professional office setting. Educational office setting, preferred.
- Two years of clerical work experience for a large organization in a previous receptionist role preferred.
- Bilingual in Spanish preferred.

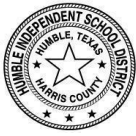
#### Major Responsibilities and Duties:

##### **Acting as the ISC Ambassador and as the first point of contact for those arriving/contacting the building:**

1. Greet and direct all walk-in guests in a friendly, professional manner and assist in the sign-in process.
2. Address a wide variety of inquiries, questions, and requests from internal/external guests, customers, team members, and the general public in person, through a multi-line telephone switchboard, and email.
3. Answer calls quickly and efficiently in a friendly professional manner and routes calls to the most appropriate person.
4. Return calls placed on hold giving the caller the opportunity to continue holding or leave message.
5. Take and relay accurate messages.
6. Notify appropriate team member(s) within the ISC of guest arrivals.
7. Respond to emails using appropriate correspondence to ensure a positive, consistent, and accurate representation of Humble ISD.
8. Manage all lobby administration activities including incoming and outgoing mail, packages, deliveries, communication and filing to ensure a smooth workflow while maintaining order and cleanliness of area.
9. Maintain and updates the ISC foyer TV each day and throughout the day to keep announcements current.
10. Coordinate with facility maintenance and the building manager any building repairs, clean up items, light replacements, and furniture relocation.
11. Coordinate with technology services any troubleshooting and/or repairs related to cameras, computer equipment/peripherals, and/or telephone/fax equipment.
12. Report any security concerns immediately to the building manager and/or Humble ISD Police, when appropriate.
13. Serve as a member of the Emergency Response Team for the ISC and the Safety Support Team.
14. Serve as the point of contact for evacuations/fire drills and ensures that all exits in the ISC are clear from obstruction.
15. Be available to provide support outside traditional hours for special events and meetings.
16. Provide support to the ISC for events and communications, including reserving venues, ordering supplies, room set up and clean up, collecting RSVPs, compiling lists, recording attendance, and other duties as assigned by the Director of Professional Learning/building manager.
17. Manage the room reservations and check-out of technology for the ISC.
18. Assist the Professional Learning Department in other secretarial duties as assigned by the Director of Professional Learning.

#### Communication

1. Provide outstanding customer service.
2. Maintain a positive and effective relationship, good judgement, and decision making when interacting with parents, students, employees, administrators, District and Elected officials, co-workers, outside agencies and organizations, vendors, and the general public
3. Maintain the right balance of common sense, empathy, and business acumen
4. Be available to provide support outside traditional hours when needed.



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#### Other

1. Maintain confidentiality of privileged and sensitive information when received and distributed to appropriate designees.
2. Attend professional growth activities to keep abreast of innovations related to position.
3. Maintain an organized work environment.
4. Perform other duties as assigned.

#### Supervisory Responsibilities:

None

#### Equipment Used:

Telephone equipment, computer, printer, copier, scanner, and fax machine.

#### Working Conditions:

##### **Mental Demands/Physical Demands/Environmental Factors**

Maintain emotional control under stress

Frequent contact with variety of people on a daily basis

Occasional prolonged and irregular work hours – flexibility with schedule preferred

Occasional overtime hours

Work with frequent interruptions in an opened environment

Prolonged sitting with moderate standing, stooping, bending, pushing, pulling, and lifting

Prolonged use of equipment and computer with repetitive hand motions

Close visual acuity to perform activities such as preparing and analyzing data and figures, viewing computer terminal, and/or extensive reading

Daily attendance and punctuality are essential functions of the job

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by \_\_\_\_\_

Date \_\_\_\_\_

Reviewed by \_\_\_\_\_

Date \_\_\_\_\_