



Receptionist Position Description

Position Title:	Receptionist
Position Type:	12-month – 0.5 FTE (or less)
Status (Exempt/Non-exempt):	Non-Exempt
Reports To/Designee:	Director of Athletics
Wage Range:	Per LEAO Contract - \$12.50 Starting Wage

SUMMARY:

The Receptionist position plays a critical role in providing a first-class experience to visitors to District facilities.

LINCOLN CONSOLIDATED SCHOOLS EXPECT THAT THE RECEPTIONIST:

- Commits to assist the athletic director with regard to all Lincoln Athletic Building (LAB) operations
- Commits to ongoing learning; encourages, supports and mentors ongoing learning in students and the community.
- Commits to high expectations for operations.
- Commits to positive relationships and communication, promoting and modeling a safe and supportive culture for all.
- Commits to honoring all students and community members, embracing their community and diversity.
- Commits to collegiality and professionalism of self and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Other duties may be assigned.)

- Provide exceptional customer service experience to all members, non-members and users of the facility
- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Enrolling new members and assisting current members with their queries
- Greeting members and users of the facility as they come through reception
- Checking in members and verifying memberships
- Providing information on classes and availability
- Updating the relevant calendar for facility use
- Answer questions related to the LAB and its uses
- Ensuring that adequate stocks of information, packs and leaflets are available at reception for interested parties
- Ensuring the safety and security of visitors, members and staff at all times and taking a responsible attitude towards maintaining the premises and facilities of the Fitness Center
- Welcoming members and visitors to the facility and providing accurate information concerning programs and activities
- Creating an excellent first impression of the gym by providing a warm welcome, tidy appearance, and pleasant manner at all times
- Handling telephone inquiries, recording messages from incoming calls and transferring calls to

other departments as appropriate

- Maintaining a clean and tidy environment, both behind and in front of the counter
- Handle emergencies in a timely and effective manner
- Recording and keeping clear and accurate records of all queries, complaints, lost property and repairs and communicating inquiries to the relevant department
- Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Alternative requirements that may be appropriate and acceptable to the Board of Education may be considered. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- Possession of or working towards a high school diploma or equivalency.
- Possession of and ability to maintain CPR certification (preferred)

LANGUAGE SKILLS:

- Ability to read and comprehend instructions, correspondence and memos.
- Ability to write correspondence, procedures, and memos.
- Ability to effectively present information in one-on-one, small group, and large group situations.
- Ability to effectively instruct and modify instruction for staff, students, and community member understanding

TECHNICAL SKILLS:

- Ability to use a personal computer (PC) or MAC in a networked environment to utilize the Internet and other electronic communications mechanisms, such as email conferencing or messaging boards.
- Knowledge of productivity applications such as Microsoft Office (word processing, spreadsheets, database and presentation software) is required.

MATHEMATICAL SKILLS:

- Ability to apply the concepts of geometry and algebra

REASONING ABILITY:

- Ability to apply common sense understanding to carry out detailed written or oral instructions.
- Ability to deal with problems involving concrete variables in dynamic situations.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

INTERPERSONAL SKILLS:

- Ability to build rapport with others and to serve diverse publics, including students from an at risk population.
- Ability to take initiative; work well with others as a collaborative team member and exhibit good communication skills.
- Ability to work effectively and collaboratively and follow instructions as assigned by instructional staff and administration.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; talk or hear; and taste or smell. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds, and may rarely be required to lift and/or move up to 200 pounds. Specific vision abilities required by this job include close vision, distant vision and the ability to adjust focus. The ability to travel to other buildings is required. The position requires the individual to sometimes work irregular or extended work hours and meet multiple demands from several people.

ENVIRONMENTAL ADAPTABILITY:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is quiet to loud depending upon the activity in the particular part of the day. The work environment may include exposure to cold or warm weather. The employee is frequently required to interact with the public and other staff. The employee is responsible for monitoring the safety and well-being of students and community members. The employee is exposed to infections at a greater risk than the average person. Occasionally the employee may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions, for purposes of accomplishing the essential functions of this job.

APPLICATION PROCEDURE:

Complete all sections of the online application at:

DEADLINE:

TERMS:

The contract, salary and other employment conditions are to be determined by the current collective bargaining agreement between the Lincoln Consolidated Schools and the Lincoln Education Associates Organization (LEAO).

FUNCTIONS OF POSITION DESCRIPTION:

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and ability as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct and control the duties of employees under supervision. The Lincoln Consolidated Schools retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This position description is not a contract for employment.

The Lincoln Consolidated Schools is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The District will provide reasonable accommodations to qualified individuals with

disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

The Lincoln Consolidated Schools do not discriminate on the basis of race, color, religion, national origin, sex, disability, age, height, weight, familial status, marital status, genetic information or any legally protected characteristic, in its programs and activities, including employment opportunities.