Durham Public Schools **Student Support Services**

Job Description **Bacon Street Front Desk Receptionist**

JOB TITLE: Bacon Street Front Desk Receptionist

REPORTS TO: Senior Executive Director, Student Support Services or designee

SALARY: Based on State and Local Salary Schedules

STATUS: Permanent, 100%, 12 months, Classified, Nonexempt

SUMMARY:

The Receptionist serves as the first point of contact for visitors, families, staff, community partners, and external agencies visiting the Bacon Street Central Services Facility. The position is responsible for providing professional customer service, supporting building security procedures, managing visitor access, answering and directing communications, and providing administrative support to departments housed within the facility.

The Receptionist plays a critical role in maintaining a welcoming, efficient, and secure environment while ensuring that visitors are appropriately screened, registered, and connected with the departments and services they need. The position supports the day-to-day operations of multiple Durham Public Schools departments located at Bacon Street. Primarily, the receptionist is an extension of the Student Support Services Administrative Assistant and fulfills multiple duties related to the work outlined by the Senior Executive Director for Student Support Services.

RESPONSIBILITIES & DUTIES:

Reception and Customer Service

1. Serve as the primary receptionist and welcome center representative for the Bacon Street facility.
2. Greet visitors, families, students, vendors, and community members in a professional and courteous manner.
3. Respond to inquiries in person, by telephone, and electronically.
4. Determine visitor needs and direct individuals to the appropriate department or staff member.
5. Provide general information regarding services and programs offered by departments located in the building.

Building Access and Security

1. Monitor the front entrance and reception area throughout the workday.
2. Implement visitor sign-in procedures and verify visitor identity as required.
3. Operate building access systems and authorize entry for approved visitors.
4. Maintain visitor logs and security records.
5. Communicate with staff regarding visitor arrivals and coordinate visitor escorts when required.
6. Support implementation of DPS safety and security procedures and emergency protocols.

7. Monitor and report safety concerns or unusual activity in and around the reception area.

Administrative Support

1. Answer and route incoming telephone calls.
2. Receive, sort, and distribute mail, packages, and deliveries.
3. Schedule meeting spaces and assist with conference and training logistics as assigned.
4. Maintain office supply inventories for reception operations.
5. Create, maintain, and organize files, records, and routine correspondence.
6. Assist Student Support Services department with clerical, administrative, and hospitality projects.
7. Assist in processing Long-Term Suspension/Reassignment Recommendations and Superintendent's Final Decision letters.
8. Utilize district software systems to enter, retrieve, and maintain information.

Communication and Coordination

1. Coordinate communication among departments located at Bacon Street.
2. Maintain current staff directories and contact information.
3. Support district meetings, trainings, and special events hosted at the facility.
4. Communicate effectively with diverse stakeholders, including families, community agencies, district personnel, and external partners.

Records and Confidentiality

1. Maintain confidentiality of student, personnel, and district information.
2. Adhere to FERPA and all applicable district confidentiality requirements.
3. Secure sensitive records and information according to district procedures.

Other Duties

1. Provide backup support to administrative staff as assigned.
2. Assist with special projects and operational needs.
3. Perform other duties as assigned by the Senior Executive Director of Student Support Services or designee.

MINIMUM EDUCATION, EXPERIENCE AND REQUIREMENTS:
High school graduate. Degree and/or experience in a related field such as Business Administration preferred. Must have a valid North Carolina driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:
1. Strong customer service and interpersonal skills.
2. Ability to communicate effectively with diverse populations.
3. Ability to manage multiple priorities and interruptions while maintaining professionalism.
4. Skill in operating standard office equipment and technology systems.
5. Ability to maintain accurate records and files.
6. Knowledge of office practices and procedures.
7. Ability to exercise sound judgment and maintain confidentiality.
8. Ability to work collaboratively with staff across multiple departments.

RESOURCE REQUIREMENTS:

X Laptop ☐Desktop computer (may be docking station with laptop)

X e-mail address	**X** Outlook	**X** VPN
X Cell Phone	☐ Pager	**X** Two-way radio
☐iPad		
X Office phone	☐10 digit telephone number	**X** 5 digit extension
X Printer		
X Fax		
☐District vehicle		
X Software (Microsoft Office, Adobe)		
☐AS400		
X SharePoint	☐Audio recording device	
X Web site access		
X Building access key/code (for necessary building access during non-traditional hours)		

OPTIONAL: Wi-Fi hotspot to access VPN while away from their workstation (the person may already his/her own access)

PHYSICAL REQUIREMENTS:
Must be able to exert a negligible amount of force to move objects, maneuver around small spaces, run and climb stairs. May be required to physically restrain or assist with the physical restraint of a student that is in imminent risk of harming him/herself or others. Note: Physical restraint of any student is only used as a last resort.

DISCLAIMER:

The following statements of the job description are intended to describe the general nature and level of work performed by an employee in this category. The description does not contain an exhaustive list of all responsibilities, duties, skills and other requirements necessary of employees to perform in this position.

(The employee should sign that he/she has read and understands the job description at the hiring conference or with hiring manager on first day of work.)

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Signature Date

Revised September 2026