



**Job Title:** District Receptionist

**Wage/Hour Status:** Non-Exempt

**Reports to:** Superintendent Office

**Pay Grade:** PG2

**Dept./School:** Central Office

**Date Revised:** 8/2025

**Primary Purpose:**

Whether greeting individuals via phone or in person, the District Receptionist is the first point of contact at the Central Office for Edgewood I.S.D. The District Receptionist should have a pleasant personality, be able to deal with emergencies, and ensure that guests are always welcomed professionally and pleasantly.

**Qualifications:**

**Education/Certification**

- High school diploma or GED equivalent recognized by the Texas Education Agency or a regional accrediting agency
- College hours or Business courses from an accredited institution preferred
- Certification(s) in Microsoft Office resources preferred

**Skills and Abilities:**

- Proven work experience as a Receptionist, Front Office Representative, or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- Confidentiality, attendance, and punctuality are essential to this job

**Experience:**

- Bilingual preferred
- Minimum one (1) year experience in customer service or related experience
- Demonstrated excellent and professional telephone etiquette
- Demonstrated excellent attendance record

**Major Responsibilities and Duties:**

1. Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.
2. Answering screening and forwarding incoming phone calls to the appropriate individual or department.
3. Collect data and process Background Checks for district applicants, vendors, volunteers, student teachers, and other individuals as required by federal law.
4. Ensure the reception area is tidy and presentable.
5. Receive, sort, and distribute daily deliveries.
6. Maintain office security by following safety procedures and controlling access via the reception desk.
7. Help office staff with projects as necessary.
8. Update phone directories and manage meeting schedules.
9. Filing, photocopying, and faxing.
10. Establish professional rapport with departments, campuses, administrators, community, and government agencies.
11. Keep informed of and comply with state, federal, and district policies and procedures.
12. Perform all other duties as assigned.

**Supervisory Responsibilities:** None.

**Mental Demands/Physical Demands/Environmental Factors:**

**Tools/Equipment Used:** Standard office equipment including personal computer and peripherals; multi-line phone system.

**Posture:** Continuous sitting.

**Motion:** Repetitive hand motions including reaching. Frequent keyboarding and use of mouse.

**Lifting:** Occasional light lifting and carrying (less than 15 pounds).

**Environment:** Reception desk in the administrative/central office.

**Mental Demands:** Work with frequent interruptions; maintain emotional control under stress.

**Edgewood Independent School District does not discriminate against any employee or applicant for employment because of race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), age, national origin, disability, military status, genetic information, or on any other basis prohibited by law.**

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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 \_\_\_\_\_