



HUMBLE INDEPENDENT SCHOOL DISTRICT

Job Description

SECONDARY CAMPUS RECEPTIONIST

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Reports to:	Administrator
Pay Grade:	Office Professional/CS2
Work Days:	195
Wage/hour status:	Non-Exempt
Created/revised:	June 2019

Primary Purpose:

Serving as the first point of contact, 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.

Qualifications:

Education/Certification:

- High School diploma or GED
- College hours related to human resources/business coursework or comparable from an accredited college or university recognized by the US Department of Education preferred

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 fast, 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)
- 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 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

Experience:

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



Major Responsibilities and Duties:

1. Greet and direct all walk-in guests in a friendly professional manner to include guests completing 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 both in person, through a multi-line telephone switchboard, and email.
3. Answers calls quickly and efficiently in a friendly professional manner and routes calls to the most appropriate person.
4. Returns to calls placed on hold giving the caller the opportunity to continue holding or leave message.
5. Takes and relays accurate messages.
6. Notifies appropriate team member(s) within the building of guest arrivals.
7. Responds 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, communication and filing to ensure a smooth workflow while maintaining order and cleanliness of the area.
9. Coordinates with facility maintenance any Lobby Area repairs, clean up items, light replacements, and furniture relocation.
10. Coordinates with technology services any Lobby Area troubleshooting and/or repairs related to cameras, computer equipment/peripherals, and/or telephone/fax equipment.
11. Reports any security concerns immediately.
12. Serve as the point of contact for evacuations/fire drills and ensures that all exits in the Lobby Area are clear from obstruction.
13. Be available to provide support outside traditional hours for special events and meetings.

Communication

1. 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
2. Maintain the right balance of common sense, empathy, and business acumen
3. Provide outstanding customer service.
4. Be available to provide support outside traditional hours when crisis communication services are needed.

Other

1. Maintain confidentiality of privileged and sensitive information when received and distributed to appropriate.
2. Attend professional growth activities to keep abreast of innovations related to position.
3. Maintain an organized work environment.
4. May provide office professional support and serve in other department areas.
5. Perform other duties as assigned.

Supervisory Responsibilities: None

Equipment Used:

District camera and telephone equipment, personal computer, printer, copier, scanner, and fax machine



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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

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 _____