

## **District Center Coordinator**

**Location:** Roseville Area Schools District Center

**Reports To:** Superintendent

**Employee Group:** District Support Services

**Date:** December 5, 2024

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**Position Overview:** The **District Center Coordinator** serves as the first point of contact for all visitors, staff, and stakeholders at the District Center. This position is responsible for providing excellent customer service, answering general inquiries regarding central enrollment and the district, directing phone calls, managing visitor access, and performing administrative tasks to support the smooth operation of the district's administrative office.

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### **Key Responsibilities:**

#### **1. Central Enrollment:**

- Communicate enrollment/re-enrollment options including open enrollment, option schools and in-district transfers. Understand when to refer families to other programs such as Early Childhood and Adult Learning.
- Communicate and collect enrollment requirements such as age verification, proof of residence, immunization records, legal documents and early childhood screening.
- Verify addresses to determine residency.
- Assist with general central enrollment inquiries from parents, guardians, and the community, both in person and by phone, providing guidance on enrollment processes, required documentation, and key deadlines.

#### **2. Security & Compliance:**

- Ensure compliance with district security and safety procedures.
- Monitor building access and report any suspicious activity or incidents to the appropriate authorities.
- Assist with visitor identification and check-in procedures for building security.
- Monitor and manage visitor access, ensuring compliance with security protocols (e.g., signing in, issuing visitor badges).

#### **3. Front Desk Coordination & Customer Service:**

- Greet and assist visitors, students, staff, and families with professionalism and courtesy.
- Answer, screen, and forward incoming calls to the appropriate departments or personnel.
- Respond to general inquiries in person, via phone, or through email.
- Maintain accurate records of visitor logs, appointments, and messages.
- Assist with scheduling meetings, conferences, and appointments for district administrators.
- Handle incoming and outgoing mail, deliveries, and packages.
- Coordinate with other departments for the preparation and distribution of reports or documents.
- Maintain a clean and organized front desk and lobby area.
- Assist with office supplies inventory and order office materials when necessary.
- Prepare meeting rooms for scheduled events, including setting up equipment, materials, and refreshments.

**4. Communication:**

- Serve as a liaison between the public and district staff, ensuring accurate and timely information flow.
- Notify appropriate personnel of any urgent messages, inquiries, or issues.
- Assist in communicating important district information to staff, visitors, and parents through various means of communication (in person, by phone, in writing, or via the use of interpretation services).
- Assist Executive Director of Communications in maintaining, updating, and monitoring district communication resources.
- Manage website content under the direction of the Executive Director of Communications.
- Draft weekly newsletters and distribute newsletter content to school communications contacts.

**5. Additional Duties:**

- Perform other duties as assigned by district leadership.
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**Qualifications:**

- High school diploma or equivalent; additional administrative or customer service training preferred.
  - Previous experience in a receptionist, office support, or administrative role preferred.
  - Bilingual (Spanish/English) preferred.
  - Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) or similar office software.
  - Ability to handle sensitive and confidential information with discretion.
  - Strong verbal and written communication skills.
  - Excellent organizational and time-management abilities.
  - Strong interpersonal skills and a customer-oriented attitude.
  - Knowledge of enrollment processes preferred.
  - Familiarity with school district operations is preferred
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**Physical Requirements:**

- Ability to sit or stand for extended periods.
  - Ability to lift and carry office supplies, mail, or small packages (up to 20 lbs).
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**Work Environment:**

- Fast-paced office environment with frequent interaction with the public, staff, and school district administrators.
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This job description is intended to outline the general duties and responsibilities associated with the role of District Center Coordinator. It is not intended to be an exhaustive list of all duties or responsibilities, as the needs of the district may evolve.