



KANNAPOLIS CITY SCHOOLS

100 Denver Street
Kannapolis, North Carolina 28023
(704) 938-1131
www.kcs.k12.nc.us

POSITION

RECEPTIONIST

APPLICATION DEADLINE

Screening will begin with the applications that are on file, but acceptance and review of materials will continue until the position is filled.

QUALIFICATIONS

- High school diploma or equivalent required; associate degree or clerical training preferred.
- Previous experience in a school office or customer-facing clerical role preferred.
- Strong communication and interpersonal skills. Bilingual (verbal and written) in English and [language] preferred.
- Ability to multitask in a fast-paced environment with frequent interruptions.
- Professional demeanor and strong sense of confidentiality.

SALARY & BENEFITS

Ten-month, full-time position
Full State Benefits Package

REPORTS TO

School Principal or his/her designee

ESSENTIAL FUNCTIONS

The Front Desk Receptionist serves as the first point of contact for students, parents, staff, and visitors at the school. This individual will be responsible for maintaining a welcoming and organized front office environment, managing a variety of clerical and administrative duties, and supporting school operations through the use of several key systems and tools.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Greet and direct all visitors, students, and staff in a professional and courteous manner.
- Answer incoming calls, respond to inquiries, and direct calls to appropriate personnel.
- Monitor and manage school entry using Lobby Guard and follow visitor screening protocols.
- Assist with student attendance, tardies, and early dismissals using Infinite Campus.
- Coordinate substitute teacher coverage and staff absences using Frontline Absence Management.

- Provide clerical support including typing, filing, scanning, and maintaining records.
- Support communication between the school and families, including distribution of newsletters and notices.
- Maintain student and staff confidentiality in all interactions and documentation.
- Process incoming and outgoing mail and deliveries.
- Assist with emergency procedures and safety protocols as needed.
- Report and track facility maintenance requests using School Dude.
- Help monitor transportation logistics and student dismissals, using tools such as Here Comes the Bus.
- Support administrative staff with projects, scheduling, and event coordination.
- Perform additional duties as assigned by the Principal or administrative team.

KNOWLEDGE, SKILLS & ABILITIES

- School administrative procedures and standard office practices.
- FERPA and basic student confidentiality requirements.
- NC school security and safety protocols (e.g., Lobby Guard, NC Sex Offender Registry).
- Basic understanding of student information systems (e.g., Infinite Campus).
- Proficient use of Microsoft Word, Excel, and Outlook.
- Operating office equipment such as printers, copiers, and phone systems.
- Time management and multitasking in a fast-paced environment.
- Clear and professional verbal and written communication.
- Basic problem-solving and conflict resolution.
- Learn and use software systems such as Canvas, Here Comes the Bus, Frontline, and School Dude.
- Maintain composure and professionalism when handling emergencies or sensitive situations.
- Interact with diverse individuals in a respectful and inclusive manner.
- Handle confidential information with integrity and discretion.
- Work both independently and as part of a team.

APPLICATION PROCEDURE

Whether you are a new applicant, a former applicant, or a current employee, please be sure that Human Resources has an up-to-date and complete application online. All applications will be reviewed and qualified finalists may be called for an interview. To complete an application, please visit:

<https://www.applitrack.com/kannapolis/onlineapp/>