



JOB TITLE: Secretary / Receptionist
DATE REVISED: July 29, 2025
REPORTS TO: Manager - Operations, HR/Finance
DEPARTMENT/CAMPUS: Facility & School Services: Transportation
PAY GRADE: CP3
FLSA: Non-Exempt/218 days

JOB PURPOSE SUMMARY:

The Receptionist for the Transportation Department provides administrative, clerical, and operational support to ensure the efficient and safe functioning of transportation services. This role manages incoming communications, processes discipline referrals, work orders, invoices, and digital documentation with accuracy and confidentiality, while maintaining compliance with district and regulatory requirements. The Receptionist serves as the first point of contact for visitors and phone inquiries, supports departmental staff with recordkeeping and technology needs, assists with supply and uniform management, and may be called upon to operate district vehicles or substitute as a driver or attendant when needed.

KEY FUNCTIONS, ESSENTIAL DUTIES, AND RESPONSIBILITIES:

Administrative & Procurement Support:

1. Answer incoming phone calls, respond to routine inquiries within scope of responsibility, take accurate messages, and route calls to the appropriate personnel.
2. Enter and manage discipline referrals in the appropriate system and generate disposition reports for distribution to drivers as needed.
3. Greet and assist all visitors, directing them to the appropriate staff or addressing their needs as appropriate.
4. Provide administrative and clerical support as directed by the Supervisors and the Director of Transportation.
5. Maintain confidentiality of all personnel, student, and departmental records at all times.
6. Adhere to all departmental and district policies and procedures.
7. Operate district vehicles as needed, including regular, special needs, and shuttle routes.
8. Provide support in the Dispatch office when required.
9. Assist with invoice processing and documentation as assigned.
10. Monitor bus driver attendance by verifying key check-ins.
11. Manage and organize supply closet inventory, ensuring adequate stock and accurate counts.
12. Distribute, track, and organize uniform shirts for transportation staff.
13. Support staff with computer system use, including Frontline services and software troubleshooting.
14. Print and distribute employee identification badges and replacement door access cards.
15. Assist new hires with email account setup and technology onboarding.
16. Enter video requests and work orders in the Operations Hero system as needed.
17. Roll and distribute bus trash bags daily for driver use.
18. Complete special projects and administrative tasks as assigned.
19. Perform additional duties as requested by the Director's Secretary or the Director of Transportation, including serving as a substitute driver or attendant when necessary.

Compliance:

20. Performs all duties in accordance with standard procedures and protocols established by the department and District, and as set forth by governing entities and regulatory requirements including, but not limited to, the Family Educational Rights and Privacy Act (FERPA), Americans with Disabilities Act (ADA), Occupational Safety and Health Administration (OSHA), Texas Department of Public Safety (DPS) Regulations, Texas Education Agency (TEA), and Texas Public Information Act.
21. Demonstrates and maintains proficient working knowledge and understanding of compliance requirements and related standards as they pertain to privacy and data protection, procurement, workplace safety, recordkeeping

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and reporting, contract and vendor compliance, environmental compliance, communication and public disclosure, as well as all other relevant aspects applicable to the job function.

22. Monitors respective work activity for variances and anomalies.
23. Identifies and timely reports any known or suspected compliance issues to appropriate personnel.
24. Assists with audits and the preparation for audits, whether initiated internally or externally, as assigned.
25. Adheres to all other District wide policies and procedures including, but not limited to, human resources, safety, and emergency protocols.

General:

26. Demonstrates support towards the District's Shared Vision, Mission, and Promise 2 Purpose.
27. Displays integrity, responsibility, accountability, teamwork, and ethics.
28. Assists department leadership in the compilation of miscellaneous confidential reports, as requested.
29. Attends departmental and organizational meetings, as required.
30. Participates in continuing education programs and related activities relevant to the job function, as required.
31. Performs assigned job duties and responsibilities in accordance with established performance expectations, as well as with District policies, procedures, protocols and standard practices.
32. Demonstrates proficient working knowledge of computer programs that pertain to procurement, transportation management, analytics and reporting, project management, and other related systems applicable to the job function.
33. Demonstrates proficient working knowledge and understanding of spreadsheet, word processing, and email applications, such as Google Sheets, Docs, and Slides, as well as other related systems applicable to the job function.
34. Performs other duties as assigned.

MINIMUM EDUCATION, EXPERIENCE & CREDENTIAL REQUIREMENTS

- High school diploma or equivalent GED
- Proficient in Word, Excel, Microsoft Outlook, and Google Docs
- Active, Valid, and In Good Standing Texas Commercial Class B Driver's License with (P) Passenger and (S) School Bus Endorsements or ability to obtain one within 90 days.

CORE KNOWLEDGE, SKILLS & ABILITIES:

Communication (Written & Verbal): Conveys verbal and written information using effective techniques and approaches that provide clarity, promote teamwork, and drive efficiency.

Attention to Detail: Achieves thoroughness and accuracy when accomplishing a task through concern for all areas involved, no matter how small. This ability ensures tasks are completed thoroughly and correctly.

Organization: Utilizes logical, systematic, and orderly procedures to meet objectives. Prioritizes tasks as needed and manages resources efficiently to ensure all aspects of the job are handled appropriately.

Customer Service: Actively seeks to understand and meet customer needs in a helpful and professional manner, fostering positive interactions and relationships.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS:

This position primarily entails sedentary desk-based work, including extensive periods of sitting while using a computer, handling paperwork, and answering phone calls, requiring emotional resilience and the ability to handle frequent interruptions. Occasional physical activities involve standing and walking within the office, along with minimal lifting or carrying of light objects up to 20 pounds. Work is mainly conducted in an indoor office setting with standard conditions, but occasional visits to outdoor fleet yards or bus maintenance facilities expose the employee to varying weather and minimal environmental elements such as dust and vehicle emissions. Safety protocols must be adhered to in both office and fleet environments to ensure employee safety.

EMPLOYEE ACKNOWLEDGEMENT:

My signature below acknowledges that I have received and read my job description, and that I understand the scope, essential job duties, knowledge, skills, and abilities, and working environment that apply to my job. I further acknowledge that I can safely and effectively perform the essential job duties with or without reasonable accommodation, and in accordance with the policies, procedures, expectations, and standards of the District.

Employee Printed Name: _____ **Employee ID Number:** _____

Employee Signature: _____ **Date:** _____