

Metropolitan School District of Pike Township

Job Description

260 Secretary- Front Desk

Work Year: 12 months (or as determined by the school corporation)

Position Summary

The 260 Secretary- Front Desk serves as the first point of contact for students, families, staff, and visitors to the school corporation. This position provides professional administrative support to ensure efficient office operations, excellent customer service, and compliance with school policies and procedures.

Essential Duties and Responsibilities

- Greet and assist students, parents, staff, and visitors in a courteous and professional manner.
- Answer, screen, and route phone calls; respond to inquiries and provide accurate information or referrals.
- Manage Administration Buildings front desk area, ensuring a welcoming and organized environment.
- Monitor visitor sign-in/sign-out procedures and maintain security protocols.
- Provide administrative support including data entry, filing, scheduling meetings, and maintaining office records.
- Prepare correspondence, reports, forms, and memos as directed.
- Assist with student enrollment processes and procedures
- Support staff with supply requests, mail distribution, and copier/fax needs.
- Coordinate room reservations, deliveries, and building access as needed.
- Maintain confidentiality of sensitive student, staff, and organizational information.
- Perform other related duties as assigned by supervisors.

Qualifications

- High school diploma or equivalent (some college or business coursework preferred).
- Prior office or administrative experience, preferably in a school or educational setting.
- Strong interpersonal and communication skills, both verbal and written.
- Ability to multitask, prioritize, and manage time effectively in a busy environment.
- Proficiency with Microsoft Office Suite, Google Workspace, and office equipment.
- Professional appearance, positive attitude, and customer-service mindset.
- Ability to handle confidential information with discretion.

Working Conditions

- Office environment with frequent interaction with students, staff, parents, and the public.
- May involve occasional lifting of supplies (up to 25 lbs).
- Position requires sitting, standing, and walking for extended periods.

Core Competencies

- **Customer Service:** Creates a welcoming atmosphere and provides helpful assistance to all stakeholders.
- **Organization:** Keeps accurate records and maintains efficient office systems.
- **Communication:** Demonstrates clarity, professionalism, and tact in all interactions.
- **Dependability:** Reliable attendance and timely completion of tasks.
- **Teamwork:** Works collaboratively with staff and administrators to support school operations.