



Union County Public Schools
Job Description

POSITION TITLE: Receptionist	TERM OF EMPLOYMENT: 10 Months
DATE: 5/23/2019	DATE OF LAST REVISION: 5/1/2009
FLSA EXEMPTION STATUS: Non-Exempt	PAY GRADE:

JOB SUMMARY: Under general supervision, School/Department receptionist is often the first person that students, families, and visitors see when they enter a school/department. As a receptionist, your job duties are primarily communication-based to respond to incoming calls and receive and greet students, parents and visitors in a way that optimizes efficiency and minimizes disruption of the educational and/or operational process and provide clerical assistance for the efficient operation of the school/department office.

ESSENTIAL JOB FUNCTIONS

1.	Answer phone calls in a pleasant, informed manner for the purpose of providing information and creating a good image of the district.
2.	Operate school or department telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
3.	Prepare, read and comprehend a variety of job related forms, reports, spreadsheets, maps, plans, records, documentation and correspondence.
4.	Forward requests for information and messages to the appropriate individuals.
5.	Develop a positive, welcoming and caring climate in the Front Office.
6.	Greet persons entering school or department, determine nature and purpose of visit, and direct and/or escort them to specific destinations.
7.	Direct visitors by maintaining employee and department directories; giving instructions.
8.	Maintain security by following procedures; monitoring logbook; issuing visitor badges.
9.	Where applicable provide for children's personal needs such as attending to those who are sick or hurt; administering medications as prescribed by a physician in accordance with training and authorization.
10.	Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or make copies of correspondence or other printed material.

DUTIES & RESPONSIBILITIES

	List most important duties first
1.	Assist in all aspects of maintaining a professional front office, including but not limited to, fielding and directing incoming phone calls to the appropriate staff member in a timely, professional manner, filing and copying and faxing of sensitive information.
2.	Greet all incoming students, families and guests respectfully and professionally.
3.	May issue visitor's pass when required.
4.	Provide information about school district, such as location of departments or offices, employees within the organization, or services provided.
5.	May type memos, correspondence, reports, and other documents.
6.	Sorts and stamps out-going correspondence, addresses envelopes and packages, and prepares printed matter and other material for mailing.
7.	Schedule appointments and maintain and update appointment calendars.
8.	Inform other employees of visitors' arrivals or cancellations.
9.	File and maintain records.
10.	Transmit information or documents to schools/departments, using computer, mail, or facsimile machine.
11.	Work with courtesy, tact, and diplomacy in dealing with others, and the ability to work cooperatively as part of a team.



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12.	Prepare conference or event materials, such as flyers or invitation.
13.	Perform duties, such as taking care of plants or straightening magazines to maintain lobby or reception area.
14.	Perform other related duties as assigned

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Minimum Qualifications	Desirable Qualification
<ul style="list-style-type: none"> • High School Diploma • Good Communication skills • Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction 	<ul style="list-style-type: none"> • Associate’s Degree in Secretarial Science or Office Management and one year in secretarial functions or an equivalent combination of training and experience which provides the required knowledge, skills and abilities. • Exceptional multitasker

KNOWLEDGE, SKILLS, AND ABILITIES

JOB KNOWLEDGE

- Demonstrates preparation and skill in working with students and/or co-workers from diverse cultural, economic and ability backgrounds.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Ability to constantly monitor the safety and well-being of students when job related, particularly when student is participating in an inclusive activity.
- Understand written sentences and paragraphs in work related documents.
- Possess skills and job knowledge to perform the essential functions of the job.

TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION

- Perform multiple, highly complex, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Specific skill-based competencies required to satisfactorily perform the functions of the job include: applying assessment instruments; operating standard office equipment including using pertinent software applications; and preparing and maintaining accurate records.
- Understand written sentences and paragraphs in work related documents.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT

- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods.
- Specific ability-based competencies required to satisfactorily perform the functions of the job include: establishing and maintaining constructive relationships; adapting to changing work priorities; maintaining confidentiality; exhibiting tact and patience; and working flexible hours.
- Must be adaptable to performing under stress and when confronted with emergency situations.



PROBLEM SOLVING

- Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate.
- Problem solving is required to analyze issues and create action plans.
- Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

COMMUNICATION/INTERACTIONS

- Communicating effectively in writing as appropriate for the needs of the audience.
- Ability to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize specific, job-related equipment.
- Talk to others to convey information effectively.
- Requires the ability to deal with people beyond giving and receiving instructions.
- Polite telephone manner and is well-presented at all times.

CUSTOMER RELATIONSHIPS

- Ability to reason, make judgments, and maintain effective working relationships with others.
- Ability to provide excellent customer service.
- Ability to build and maintain cooperative working relationships with all parents, students and school/department personnel within UCPS.

PHYSICAL REQUIREMENTS

WORK ENVIRONMENT:

Strength: Sedentary/Medium - Exert force 10-40 lbs., frequently; and up to 20 lbs., constantly; or a negligible amount of force to frequently lift, carry, push, pull or move objects.

Physical Demands: Frequent sitting, standing, walking, pushing, pulling, carrying, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity and occasional far acuity. Mobility to work in a typical office setting and use standard office equipment. Vision to read printed materials, a VDT screen, or other monitoring devices.

Environmental Conditions: Varies from classrooms to exposure to outside weather conditions with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise intensity levels ranging from moderate to loud for occasional to frequent time periods.

Hazards: Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

In compliance with Federal Law, Union County Public Schools administers all education programs, employment activities and admissions without discrimination against any person on the basis of sex, race, color, religion, national origin, age or disability.

DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.