



ORANGE COUNTY SCHOOLS

POSITION DESCRIPTION

| | |
|----------------------------------|---------------------------------|
| POSITION TITLE | School Receptionist |
| SCHOOL/DEPARTMENT | Assigned school |
| SALARY | Salary Grade 57 plus supplement |
| FLSA STATUS | Non-Exempt |
| REPORTS TO | Principal |
| SUPERVISES | None |
| WORK WEEK SCHEDULE | Monday - Friday |
| WORK HOURS | 40 |
| NUMBER OF MONTHS PER YEAR | 12 |

POSITION PURPOSE:

The School Receptionist is responsible for managing all customers (both internal and external) who present themselves at the school's front office. This includes providing information and directing customers to other appropriate offices, announcing their arrival to administrators and applicable staff, and overseeing the sign-in/sign-out sheet. The School Receptionist will greet and interact with visitors to the school in a positive and professional manner, including in person, on the phone and in writing. The School Receptionist will also provide general clerical support to the school office staff and assigned administrators.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to effectively greet and welcome visitors to the Central Office in a professional and courteous manner.
- Ability to contact administrative staff as appropriate should situations become difficult when attempting to assist any visitor

- Ability to communicate with various groups of people, including communication with parents, teachers, transportation, administrators and outside agencies
- Ability to adapt to changing work priorities
- Ability to meet deadlines and schedules and independently set priorities
- Ability to work as a team member with colleagues
- Ability to communicate applicable policies and procedures as necessary with general knowledge of the characteristics and components of the District
- Ability to maintain confidentiality in all matters

EDUCATION, TRAINING, AND EXPERIENCE

- High School Diploma or equivalent
- Proven demonstration of excellent telephone and interpersonal skills
- Proven demonstration of ability to handle multiple tasks simultaneously
- Any equivalent combination of training and experience that provides the required knowledge, skills and abilities

CERTIFICATION AND LICENSE REQUIREMENTS

None

PREFERRED QUALIFICATIONS:

- Ability to communicate in Spanish and English
- Ability to use office software and office equipment, including Microsoft Word, Excel, Google, school-related software, copies, and fax machines
- Experience with handling constant interruptions, inflexible deadlines, and changes to normal routines
- Spanish Speaking

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Serves as receptionist in front office of the school
2. Operates multi-line telephone system to receive incoming calls and messages
3. Greets parents, staff and the public and directs patrons to destinations and sites
4. Answers and refers telephone and in-person inquiries to appropriate personnel
5. Takes messages as necessary
6. Maintains familiarity with general information relevant to the Orange County Schools
7. Performs general secretarial and clerical functions (e.g. scheduling, copying, faxing, data entry, filing, phone management, etc.) for the purpose of supporting office operations
8. Provides assistance with special projects
9. Carries out additional duties as assigned by the Principal or Assistant Principal

| WORKING CONDITIONS | |
|--|---|
| PHYSICAL DEMANDS | Work is considered light physical work requiring the exertion of up to 20 pounds of force. |
| WORK ENVIRONMENT | Employees in this position are required to work in indoor and outdoor environments, and come into direct contact with OCS staff, students and the public. |
| ACKNOWLEDGEMENTS | |
| The following signatures acknowledge that the supervisor has verified the accuracy of the position description, has discussed position requirements with the employee, and has advised the employee of work performance expectations | |
| <i>Reviewed by: Employee's Signature</i> | <i>Date</i> |
| <i>Approval by: Supervisor's Signature</i> | <i>Date</i> |
| The completed and signed position description shall be maintained at the employee's work location, shall be reviewed with the employee by his or her immediate supervisor, should be revised as required, and shall serve as the basis for all required evaluations. | |

DISCLAIMER: *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, any time.*