



ORANGE COUNTY SCHOOLS

POSITION DESCRIPTION

POSITION TITLE	Receptionist
SCHOOL/DEPARTMENT	Communications
SALARY	Salary Grade 57 plus supplement
FLSA STATUS	Non-Exempt
REPORTS TO	Chief Communications Officer
SUPERVISES	None
WORK WEEK SCHEDULE	Monday - Friday
WORK HOURS	40 (or 20/20 if part time)
NUMBER OF MONTHS PER YEAR	12

POSITION PURPOSE:

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

- Must possess a valid driver's license issued by the NC Department of Motor Vehicles

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

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as receptionist in front office of Central Office complex
2. Operate multi-line telephone system to receive incoming calls and messages
3. Greet parents, staff and the public and direct patrons to destinations and sites
4. Answer and refer telephone and in-person inquiries to appropriate personnel
5. Take messages as necessary
6. Maintain familiarity with general information relevant to the Orange County Schools
7. Perform general secretarial and clerical functions (e.g. scheduling, copying, faxing, data entry, filing, phone management, etc.) for the purpose of supporting office operations
8. Provide assistance with special projects
9. Maintain calendar for use of the Board Room
10. Performs additional duties as required by the Chief Communications Officer

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.*