

Elkhart Community Schools

Position Description

Position Title:	Receptionist – Welcome Center
Qualifications:	<i>Required:</i> High school diploma or equivalent; minimum of three years' previous office experience, proficiency in office skills (including computer), ability to greet and assist the public in a friendly and professional manner at all times; knowledge of office procedures; ability to work as a member of a team and to maintain confidentiality; self-direction. Must demonstrate a pattern of regular and timely attendance. <i>Preferred:</i> Demonstrate ability to speak Spanish.
Department:	Elkhart High School
Reports to:	Executive Principal
Prepared by:	Maggie Lozano / Cary Anderson
Approved by:	W. Douglas Thorne

Date: 2/20/2020

SUMMARY: To greet all who call or enter through the doors in a courteous manner and to provide information and assistance professionally and efficiently. To answer and/or direct any questions from students, parents, teachers, administrators, sales representatives and any other visitor in a professional manner. To effectively and efficiently perform clerical and school duties assigned by the building principal and assist the school secretary in providing services that enhance the school's ability to meet the needs of students, staff, and school community.

ESSENTIAL DUTIES AND RESPONSIBILITIES (*Other duties may be assigned*):

1. Greet public in friendly and professional manner.
2. Handle incoming telephone calls, respond to as many as possible and/or research the answers and relay messages.
3. Maintain a consistent presence in the front office as it is vital to the success of this position.
4. Be proficient in the use of computers, copiers, and other office equipment.
5. Efficiently manage foot traffic in the reception area, protecting the privacy of all parties. Requesting that all visitors remain in the reception area until they are greeted by the appropriate staff member.
6. Demonstrate a warm and friendly manner when dealing with people in the office and on the telephone, including students, parents, salespersons, community organization representatives, and all Elkhart Community Schools' personnel. Effectively and efficiently provide information to persons having needs or questions.
7. Exhibit computer proficiency while maintaining records and compiling reports, as requested.
8. Gather and compile any data and information requested or authorized by the principal, such as statistical reports, attendance, enrollment, etc.
9. Take appropriate action and maintain calm approach in handling of emergencies, weather conditions, bomb threats, etc.
10. Maintain appropriate confidentiality in all matters.
11. Exhibit a pattern of regular and timely attendance.
12. Other duties as assigned by the Executive Principal or designee.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or equivalent; minimum of three years' previous office experience, proficiency in office skills (including computer), ability to greet and assist the public in a friendly and professional manner at all times; knowledge of office procedures; ability to work as a member of a team and to maintain confidentiality; self-direction. Must demonstrate a pattern of regular and timely attendance.
Preferred: Demonstrate ability to speak Spanish.

Language Skills: Ability to read and interpret documents such as computer software manuals and procedure manuals. Ability to write procedures for employees and communications to employees. Ability to speak effectively before parents, staff and students.

Mathematical Skills: Ability to add, subtract, multiply and divide all units of measure, using whole numbers and decimals. Ability to compute rate, ration, and percent.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Other Skills and Abilities: Experience working with computers is necessary. Windows training/experience is preferred. Ability to establish and maintain effective working relationships with students, staff and the community. Attention to details. Interpersonal and telephone skills; professionalism and tact; ability to work professionally with a variety of staff members within the school system, as well as outside. Ability to work as a member of a team and to maintain confidentiality. Ability to perform duties with awareness of all district requirements and Board of Education policies.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is continuously required to sit, stand, walk, use hands to finger, handle, or feel objects; operate computers and other office machines and equipment; talk and hear on the telephone and in other interactions.

The employee must frequently lift and move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is acceptable to this particular environment. However, the noise level can vary depending upon daily activity, but will still remain within the acceptable noise level range. The employee continuously is interacting with the public, staff and students. The employee frequently will be required to meet multiple demands from several people.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. The individuals currently holding this position perform additional duties and additional duties may be assigned.