

FRANKLIN PIERCE SCHOOLS
JOB DESCRIPTION

POSITION TITLE: DISTRICT OFFICE RECEPTIONIST

JOB SUMMARY: The District Office Coordinator is responsible for responding to, greeting, and directing the public, students, parents, and district staff; assisting the Superintendent's Office, Public Information Office, and other designated district staff; managing the district's volunteer program; processing all incoming and outgoing mail; maintaining records and files; generating reports; and inputting data into the computer system. This position acts as the front line "ambassador" to the school district.

ESSENTIAL JOB FUNCTIONS:

Responds to inquiries from students, staff, parents, and the public to provide information, direction, or clarification, including during district emergencies. Clearly and concisely communicates in person and on the phone.

Greets and directs the public to appropriate parties; provides forms or information as necessary.

Processes all incoming and outgoing mail, intra-district mail, and packages (e.g. assessing postage, certified mail, overnight carriers, etc.) to ensure timely delivery to district staff and outside parties.

Assists assigned district office staff (e.g. Superintendent's Office, Public Information Office, K-12 Office, Human Resources, Teaching and Learning, Business Office, etc.) to ensure completion of tasks.

Processes volunteer applications through the Washington State Patrol WATCH (Washington Access to Criminal History) system. Communicates with volunteer applicants; composes letters to applicants, principals, and volunteer coordinators.

Schedules and approves use of conference rooms for district staff and the public; logs information on conference room calendar; updates electronic bulletins on monitor in reception area.

Updates district website when requested.

Generates documents and reports (e.g. various monthly/year-end reports, staff directory, student releases, home school data, etc.) to provide current and accurate information for schools and district offices.

Inputs data into computer system (e.g. maintains personnel directory, student releases, home school data, etc.) to ensure information is current and accurate.

Operates postage machine. Orders appropriate supplies and maintains machine as required.

Verifies accounts payable invoices, journal transfers, and budget/expenditure transfers, as requested from Business Office.

Maintains files (e.g. postage reports, student releases, volunteer reports, etc.) to ensure availability of information.

Assists district office staff with special projects and other duties as assigned.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent. At least two years of college-level classes preferred.
- One year office experience in a school setting preferred.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

Skills to

- operate standard office equipment, including computer, multi-line telephone console, and postage machine
- use proper grammar, spelling, and English in both oral and written communication
- communicate effectively over the telephone
- accurately perform basic mathematical calculations

Knowledge of

- word processing, spreadsheet and database software, specifically knowledge of Excel and Word software applications
- district and state policies and procedures
- general clerical procedures

Ability to

- work in an atmosphere where interruptions occur frequently and priorities are often modified
- work independently
- use diplomacy when dealing with students, district staff, parents, and the public
- communicate effectively
- organize, set priorities, attend to detail, and assure accuracy of data
- understand and carry-out oral and written instructions
- handle confidential matters and information in a professional manner

SPECIALIZED PERFORMANCE RESPONSIBILITIES:

- Must be available to work emergency hours, i.e., start of school year, during snowstorms, or at other necessary occasions
- Must be comfortable with technology and learning new computer skills
- Must be able to sit, stand, squat, bend, and reach; grasp, hold, lift, and maneuver a minimum of 20 lbs
- Must be able to work positively and diplomatically with potentially difficult people in demanding situations, maintaining a positive demeanor while working toward resolution
- Must maintain a positive, productive, and cooperative working relationship with co-workers
- Must demonstrate a sincere interest in representing the District in a positive and professional manner, both in person and by phone

REPORTING RELATIONSHIP: Reports to the Superintendent.

April 2000

Revised: May 2008

Revised: March 2010, per reclassification

Revised: September 2015

Revised: February 2016