



JOB DESCRIPTION

Position Title: Receptionist
Date Modified: October 2019
FLSA Classification: Non-Exempt, Non-Instructional Staff; 12 month
Reports To: Director of Admissions

Position Purpose: The Receptionist is primarily responsible for answering incoming calls, directing calls, greeting visitors and being a knowledgeable source of information for callers, visitors, faculty and staff. Provides general support in a variety of administrative activities and related tasks. There are two Receptionist positions at The Howard School. Receptionists work in partnership with each other in order to accomplish the duties of the Receptionist role.

Essential Functions

- Cover the front desk at all times in order to secure the building; arrange coverage for lunches, breaks and any necessary trips to other buildings.
- Greet students, parents, visitors and all other community members as they enter the building or call the school, in a professional and friendly manner.
- Maintain a secure environment by overseeing the sign-in/out logs for visitors and school employees; distribute visitor or parent badges to be worn during their visits.
- Follow emergency drill procedures by exiting the building with all sign-in sheets (visitors/parents/faculty/staff/substitutes) and student absentee book. An up-to-date faculty/staff list should be maintained with the sign-in sheets and be used to check faculty/staff present to immediately report anyone missing.
- Maintain and update attendance/absentee records, space and bus reservations, phone extension lists, etc. as needed.
- Maintain voice mail system by changing message as needed to reflect school closing and/or special school hours.
- Stay aware of school events, sports events, and field trips in order to answer general information questions on a variety of topics.
- Share information when necessary with administration, faculty and staff.
- Distribute delivered mail daily into faculty/staff mailboxes; receive and sign for incoming packages and distribute.
- Keep reception and lobby area neat and organized. Organize School Information table and keep up to date with pamphlets, flyers and other reading materials.
- Assist, as needed, with school functions and events.



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- Provide general administrative support as assigned and/or approved by supervisor.
- Regular and predictable attendance is an essential function of the job.

Knowledge, Skills, Abilities and Minimum Qualifications:

- High School diploma or equivalent (GED) required (Bachelor prefer).
- One year or more of relevant experience with multi-line phone system.
- Administrative, customer service and school or non-profit experiences a plus.
- Microsoft Word basic to intermediate knowledge.
- Strong organizational skills.
- Ability to work independently on assigned tasks.
- Excellent verbal, written and interpersonal communication skills.
- The Receptionist is a visible, multi-function position that requires a friendly, courteous manner, a neat appearance and constant attention to detail.

Physical Requirements and Work Environment

1. Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to enter data into a computer; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels, outdoors and on the telephone; speak in audible tones so that others may understand clearly in normal classrooms, outdoors and on the telephone; physical agility to lift up to 50 pounds; and to bend, stoop, climb stairs and reach overhead.
2. Work primarily in a traditional climate controlled office environment.
3. Work intermittently in outside weather conditions, including extreme heat and cold.
4. Other duties as assigned by Supervisor.

The School may revise this job description at any time. It is not a contract of employment. All employment at the School is at-will, such that employment may be terminated by either party at any time.