

District Receptionist

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OVERVIEW

Under the direction of Administrative Services, the District Receptionist greets and directs visitors and answers the School District's central phone number. Additionally, the position coordinates and processes the Board Office's outgoing mail and performs general office duties.

POSITION DESCRIPTION DISTRICT RECEPTIONIST

DR – 1

Operates the District Administrative Offices multi-line telephone system which includes screening, forwarding and redirecting incoming calls; transcribing and relaying messages and responding to general enquiries

DR – 2

Greets, assists and directs District office visitors

DR – 3

Sorts, opens, date stamps and distributes in-coming Department mail; addresses and mails outgoing correspondence

DR – 4

Schedules and makes arrangements for meeting room bookings

DR – 5

Determines postage and processes for Board Office outgoing mail (including parcels) and applies customs forms for out-of-country items

DR – 6

Composes and types a variety of materials such as correspondence, memoranda, reports, and lists

DR – 7

Reviews community materials and distributes, as appropriate, to the schools

DR – 8

Prepares, maintains and files records, lists, reports, correspondence and reference materials

DR – 9

Contacts other District staff members, organizations or the public to request information or materials

DR – 10

Provides back up relief for the processing of transcripts and the maintaining of newspaper clippings

DR – 11

Assists with collection and compilation of data for reports

DR – 12

Inputs information from a variety of source documents utilizing various computer programs

DR – 13

Prepares agendas; records and transcribes minutes of meetings for internal and departmental distribution

DR – 14

Maintains postage meter machine including ordering related supplies

DR – 15

Sorts, restocks, stores and records inventory of office and other supplies

DR – 16

Lifts and moves, on occasion, office, mail and paper supplies up to 18 kg (40 lbs)

DR – 17

Operates multi-line telephone system, computer, postage meter machine, photocopier, printer, and fax machine

DR – 18

Performs other assigned comparable or transient duties which are within the area of knowledge and skills required by this job description

**QUALIFICATIONS
DISTRICT RECEPTIONIST**

EDUCATION	TECHNICAL REQUIREMENTS Grade 12 or equivalent
EXPERIENCE	TECHNICAL REQUIREMENTS One (1) year office/multi-line telephone system experience
KNOWLEDGE	TECHNICAL REQUIREMENTS Knowledge of a multi-line telephone system Basic knowledge of word processing, database management and email applications Basic knowledge of office practices JOB SPECIFIC REQUIREMENTS Basic knowledge of the school system
SKILLS AND ABILITIES	TECHNICAL REQUIREMENTS Keyboarding at 50 W.P.M. INTERPERSONAL REQUIREMENTS Excellent customer service skills including a pleasant telephone manner Effective written and oral communication skills and the ability to request and convey information in an appropriate manner Ability to work with minimum supervision Developed communication skills including the ability to relate to students, staff and the public Ability to maintain confidentiality of sensitive information seen or heard Ability to work with constant interruptions Knowledge of a school system and willingness to gain an understanding of District policies and procedures as they relate to the job role

	<p><i>PROBLEM SOLVING REQUIREMENTS</i></p> <p>Ability to provide information and assistance by phone and in person</p> <p>Ability to organize and prioritize work and multi-task in a busy environment</p> <p>Ability to deal with requests for information</p> <p>Ability to document and summarize information</p> <p>Ability to apply appropriate methods, procedures and policies</p> <p>Ability to demonstrate motivation and determination in understanding the needs of others and then act to do something helpful</p>
<p>WORKING CONDITIONS</p>	<p><i>OCCUPATIONAL REQUIREMENTS</i></p> <p>Sufficient vision and hearing to perform related job duties</p> <p>Able to lift up to 18 kg and operate related equipment</p> <p>High volumes of work where speed and accuracy are important</p>