



District Receptionist

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OVERVIEW

Reporting to the Executive Assistant, Superintendent's Department, the District Receptionist is the first point of contact by phone, email, and in person at the School District Office and provides administrative services including supporting public information and engagement efforts to keep our public informed and providing exemplary customer service.

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

Schedules and makes arrangements for meeting room bookings

DR - 4

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

DR - 5

Responds to in-person and over-the-phone and e-mail inquiries and provides information to District staff, parents, students and the public, relaying messages and acting as a liaison for the office

DR - 6

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

DR - 7

Prepares, maintains and files paper and electronic records, lists, reports, correspondence and reference materials, including policies and regulations.

DR - 8

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

DR - 9

Processing of transcripts, maintaining of electronic newspaper clippings, archived records and database maintenance.

DR - 10

Generates and distributes forms and letters (eg transcript records, PEN, proof of enrollment) for distribution and maintains confidentiality.

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

Scan's hard copies to digital and maintains files

DR - 14

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

DR - 15

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

DR - 16

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

DR - 17

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

	<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>

Updated December 2020