

MACON COUNTY SCHOOLS

RECEPTIONIST

JOB DESCRIPTION

QUALIFICATIONS:

- (1) High school diploma or equivalent.
- (2) Experience or training in the operation of an office communication system.
- (3) Training in the use of computers and related software and other office equipment.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the operation of an office communications system. Ability to speak clearly and distinctly in a well-modulated and pleasant voice and to use correct grammatical construction and choice of words. Ability to remember accurately, within a reasonable training period, the names and locations of personnel and to understand school system operations. Ability to react quickly and calmly in placing and receiving calls of an emergency nature. Ability to keep simple records accurately.

REPORTS TO:

Superintendent/Administrative Assistant

JOB GOAL

To operate the office communications network, receive visitors, and perform assigned clerical duties efficiently and effectively.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- * (1) Receive incoming calls and make proper connection to office requested.
- * (2) Answer routine non-technical questions and refer other questions to proper department.
- * (3) Keep records of long-distance calls.
- * (4) Direct visitors to proper offices and provide routine information.
- * (5) Greet office visitors in a friendly, helpful manner.
- * (6) Type and perform various clerical functions.
- * (7) Post/record and file correspondence and reports.
- * (8) React quickly and calmly in an emergency situation on communications network and at the front desk.
- * (9) Follow attendance, punctuality, and proper dress rules.
- * (10) Ensure adherence to good safety standards.
- * (11) Maintain confidentiality regarding school/workplace matters.
- * (12) Meet and deal effectively with the general public, staff members, students, parents, administrators, and other contact persons using tact and good judgment.
- * (13) Exhibit interpersonal skills to work as an effective team member.
- * (14) Model and maintain high ethical standards.
- * (15) Represent the system in a positive and professional manner.
- * (16) Demonstrate initiative in the performance of assigned clerical duties.
- * (17) Respond to inquiries and concerns in a timely manner.

RECEPTIONIST (Continued)

- * (18) Keep supervisor informed of potential problems or unusual events.
- * (19) Demonstrate support for the school system and its goals and objectives.
- * (20) Prepare all required reports and maintain all appropriate records.
- * (21) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.
- (22) Perform other tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the system's approved compensation plan.
Length of the work year and hours of employment shall be those established by the system.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 05

*Essential Performance Responsibilities