

**POSITION TITLE:**

**RECEPTIONIST (South Office)**

**Reports to: Directly: Superintendent of Human Resources**

**Function/Purpose:**

To provide a central communication function and general clerical and administrative support for the work of the Educational Service Center.

**Required Education, Knowledge, Qualifications and Experience:**

- Possess a Grade 12 diploma.
- Minimum of one year of secretarial training (or equivalent) at a recognized institution as approved by the Division.
- Demonstrated knowledge in the operation of equipment such as; photocopier, switchboard, mailing machine, fax, computer, etc.
- Demonstrated knowledge of methods and procedures used in maintaining an office.
- Proficiency in the operation of computers and knowledgeable of word processing applications and database software packages currently used by the Division.
- Proficiency in keyboarding.

**Required Skills and Abilities:**

- Excellent interpersonal and communication skills, both verbal and written.
- Excellent listening skills.
- Accurate filing skills.
- Ability to work as a team player.
- Ability to work independently with minimal supervision.
- Ability to maintain strict confidentiality with respect to Division operations.
- Ability to deal with a broad range of members of the public.
- Self-directed, tasks and goal oriented.
- Display a positive attitude.

**Required Personal Characteristics:**

- Trustworthy and respectful.
- Approachable and accessible.
- Collaborative and flexible.

**Supervision of Staff:**

This position does not involve the supervision of staff.

**Duties and Responsibilities:**

Without restricting the generality of the description above, the Receptionist shall perform such duties and responsibilities as may be assigned including but not restricted to the following:

- Be willing to engage in life long learning with respect to training, inservices and courses of study.
- Conduct oneself in a manner appropriate for an individual employed by an educational system that provides services to children.
- Deal tactfully with staff, students, parents and the public.

- Be knowledgeable and supportive of applicable Board policies.
- Perform receptionist duties such as directing telephone and on-site inquiries to appropriate personnel in a professional and courteous manner.
- Relay communications verbally and in writing to staff at this and other education centers and schools.
- Greet visitors, answer their questions and direct them to appropriate offices and meeting rooms.
- Assist with the programming and upkeep of the telephone and voice mail systems as required.
- Perform secretarial and clerical duties such as typing, collating, filing, recording, sorting, and related duties as requested.
- Process mail on a daily basis. Take responsibility for the distribution of outgoing school delivery mail. Maintain postage records of mail distributed from the Education Centre from schools for invoicing. Prepare parcels or material to be sent by Courier if required. Deliver mail to Post Office.
- Complete order forms for office supplies for authorization, sign receipts of supplies delivered to the office if required, and maintain an inventory of office supplies.
- Pick up supplies as required.
- Duplicate prepared materials using appropriate equipment as approved by the Administrative Assistant and maintain an inventory of such duplication. Provide these reports on usage of copier machines to the Administrative Assistant for processing.
- Operate the fax machine to receive, send and distribute fax messages as required.
- Obtain and forward meter readings of photocopiers at all facilities in the Division as required.
- Be familiar with a central filing system and file all general filing.
- File all school registers and cumulative student records in the storage room.
- Respond to requests for transcript of marks or for a record of previous attendance at schools.
- Handle minimal amounts of cash for small items received from staff.
- Assist other staff members with tasks of clerical or secretarial nature upon request of the Administrative Assistant.
- Responsible for setting up meeting room for Board and other meetings as required. Responsible for beverages, lunches or meals as requested.
- Ensure that signage in the main foyer and board room is updated daily.
- Ensure the building is unlocked in the morning and secured at noon hour and after work unless otherwise arranged.
- Other duties as may be assigned by the supervisor.

**Judgment, Independence and Client Contact:**

- Confidentiality
  - A Receptionist is expected to respect the confidential nature of the position by avoiding discussion of any topics that are not formally communicated to the public by the administration of the school or the Division. Information regarding a student, staff member or Board member must not be discussed in public or with any person not authorized to receive that information. Exchange of personal information within the

system shall be on a “need to know” basis. Breaching confidentiality is a serious violation of acceptable conduct and is grounds for disciplinary action up to and including termination of employment with the Board.

- Independence
  - The Receptionist is expected to work independently with minimal supervision.
- Working Jointly with Other Staff on Common Assignments or Tasks
  - This position involves working closely with other personnel in the Education Centre on a daily basis.
- Responsibility for Quality of Assigned Work
  - The employee is under routine supervision and is responsible for the quality of the work and is expected to seek clarification and directions on any matters of concern. The effectiveness of this position is dependent upon the efficient, accurate and timely relay of information. The “first impression” image of the organization is dependent upon the quality of this work.

New appointees will undergo a ten (10) month probationary period.

**Mission:** Laying the foundation for success.

**Vision:** One student at a time.

Director Approved: August 14, 2007