

JOB DESCRIPTION

School Receptionist

Responsible for: The School Receptionist is responsible for managing front desk operations and providing a welcoming and efficient first point of contact for students, parents, and visitors. This role includes handling phone calls, greeting guests, managing student attendance, and performing various administrative tasks to support the daily operations of the school. The School Receptionist ensures that all interactions are handled professionally and in alignment with the school's standards.

Reporting to: The Director of Education

RESPONSIBILITIES OF POSITION

Front Desk Operations:

- Greet and assist visitors, students, and parents with a friendly and professional demeanor.
- Answer and route phone calls, take messages, and handle inquiries efficiently.
- Manage the check-in/check-out process for visitors and ensure proper security protocols are followed.
- Oversee student attendance by recording daily absences and late arrivals.
- Process student late arrivals by documenting the reason for tardiness and informing teachers or relevant staff.
- Facilitate communication between parents and teachers regarding student attendance, absences, and tardiness.
- Provide information and assistance to parents regarding school policies, events, and student-related matters.

Administrative Support:

- Perform general clerical duties such as filing, data entry, and maintaining office supplies.
- Assist with managing student attendance records and update information as needed.
- Prepare and distribute correspondence and documents as required by school staff.

Customer Service:

- Provide excellent customer service to students, parents, and staff, addressing their needs and inquiries promptly.
- Offer information and guidance about school policies, procedures, and events.

Communication:

- Coordinate and communicate effectively with school staff and departments to support school-wide operations and events.
- Disseminate important information and announcements to students, parents, and staff.

Office Management:

- Maintain an organized and tidy reception area, ensuring it is welcoming and professional.
- Manage incoming and outgoing mail and packages, ensuring timely distribution.
- Handle basic bookkeeping tasks such as processing payments or donations if required.

Emergency Procedures:

- Assist in managing emergency situations by following established protocols and procedures.
- Ensure that emergency contact information is up-to-date and accessible.

Scope and Flexibility

- While every effort has been made to outline the primary duties and responsibilities of the position, other tasks may arise as needed. The job holder is expected to accommodate reasonable requests from the line manager for work of a similar level not specified in this job description. This job description may be revised after discussion between the line manager and the job holder.

Qualifications:

Education:

- High school diploma or equivalent; additional training in office management or administrative support is a plus.

Experience:

- Previous experience in a receptionist or customer service role preferred.
- Familiarity with office equipment and basic administrative tasks.

Skills:

- Strong interpersonal and communication skills with a professional and friendly demeanor.
- Excellent organizational and time-management abilities.
- Proficient in using office software and equipment.
- Ability to handle multiple tasks efficiently and manage a busy front desk.
- Capable of maintaining confidentiality and managing sensitive information.

Working Conditions:

Environment:

- The role involves working in a school environment with frequent interaction with students, parents, and staff.

Physical Requirements:

- Ability to sit or stand for extended periods.
- Comfortable lifting and moving office supplies or equipment as needed.

Employee Name	Principal	Executive Director
Signature	Signature	Signature