



**THE NEW SCHOOL**

Curiosity · Character · Community

## **Job Description**

### **Position Title: Receptionist**

Purpose of Position: The receptionist acts as the main contact person for the school and provides positive public relations and customer service for all the school's constituents; i.e. visitors, parents, faculty and administration. The receptionist maintains employee and student records, performs related office organizational and clerical duties and first aid duties for students and staff.

Reports to: Office Manager

### **Job Responsibilities:**

- Answering multiple phone lines within 3 rings or less with the following greeting: "Thank you for calling The New School, this is \_\_\_\_\_, how may I help you?" while maintaining proper phone etiquette at all times
- Transferring calls, taking and delivering phone messages
- Responding to incoming emails within 24 hours
- Responding to the vestibule buzzer, greeting guests and determining their reason for visiting
- Greeting all parents, children, and guests
- Assisting parents in locating their children
- Directing guests and visitors to the desired locations after guiding them through the sign in process and ensuring they have a visitor's pass or authorized for release pass
- Correctly logging student pick up information after verifying that an individual is authorized to pick the student up
- Operating the intercom system
- Operating standard office equipment such as the copier and fax machine
- Filing paperwork
- Assisting other administrators in the typing and distribution of materials as requested, as well as aiding them in other tasks as needed
- Being familiar with the layout of the school as well as classroom schedules
- Maintaining a professional demeanor at all times, cultivating a positive relationship with staff, families, and students
- Ordering and maintaining office supplies including copy paper for all buildings

- Maintaining copiers, reporting problems to service technicians
- Accepting deliveries and distributing items to appropriate persons
- Processing and distributing incoming mail
- Notifying maintenance staff of emergency janitorial needs
- Maintaining good organization of all forms and materials housed in the office
- Maintaining proper labels for forms stored in the office
- Administering and tracking fire, tornado, and lock down drills
- Maintaining student and teacher schedules
- Maintaining a list of staff phone extensions for the use of all office personnel
- Assisting Substitute Coordinator with assigning substitutes to classrooms
- Checking in substitutes upon arrival
- Maintaining the lobby area
- Assisting in purchases of the “Cub House” items
- Administering first aid to children as needed
- Notifying parents of illness or injury when appropriate, taking special care to notify of any head injuries

**Job Qualifications:**

High school diploma is required, college experience preferred. Minimum of one year office experience and computer skills required, must be proficient in Excel and Word. Strong public relation and customer service skills are mandatory.