

POSITION DESCRIPTION

Mingus Union High School District

POSITION JOB TITLE: Receptionist / Bilingual Parent Liaison

SALARY CLASSIFICATION: Level F

POSITION SUPERVISION: Principal

TERM OF EMPLOYMENT: 11 Months (201 Days)

GENERAL STATEMENT OF POSITION PURPOSE

The Receptionist / Bilingual Parent Liaison serves as the first point of contact for students, families, staff, and community members while promoting effective communication between home and school. This position combines front-office reception responsibilities with family engagement and outreach services, particularly for families whose primary language is not English.

The Receptionist / Bilingual Parent Liaison provides excellent customer service, assists visitors and callers, supports school operations through clerical and administrative tasks, and helps remove linguistic and cultural barriers that may impact student success. The position works collaboratively with students, families, staff, and community agencies to increase parent involvement, strengthen family-school partnerships, and support student achievement.

QUALIFICATIONS

Education and Training

- Associate or Bachelor's degree preferred.
- High School Diploma or equivalent required.
- Must possess or be able to obtain an Arizona IVP Fingerprint Clearance Card.
- Valid Arizona Driver's License required.

Experience

- One (1) year of experience working in a culturally diverse environment with families, students, or community members preferred.
- One (1) year of clerical, customer service, reception, or data-entry experience preferred.

Language Skills

- Ability to speak, read, and write Spanish and English required.

- Ability to communicate effectively with individuals from diverse cultural and linguistic backgrounds.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of school office procedures and customer service practices.
- Knowledge of community resources and agencies available to support families.
- Skill in oral and written communication.
- Skill in translation and interpretation between English and Spanish.
- Skill in maintaining accurate records and confidential information.
- Skill in operating standard office equipment and district-designated software.
- Ability to establish and maintain positive relationships with students, parents, staff, and community members.
- Ability to multitask and manage competing priorities in a busy office environment.
- Ability to work independently and as part of a team.
- Ability to work effectively in a multicultural environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Reception and Office Support

- Serve as the primary receptionist for the school site.
- Greet visitors courteously, determine needs, and direct individuals to appropriate locations.
- Answer incoming telephone calls and provide accurate information or referrals.
- Maintain an organized, welcoming, and professional reception area.
- Monitor visitor activity and immediately report suspicious or unusual behavior.
- Assist school offices with clerical and administrative support as needed.
- Enter purchase requisitions and maintain records as assigned.
- Perform general office duties including filing, data entry, correspondence, and record maintenance.
- Perform other duties as assigned by the Principal.

Family Engagement and Community Outreach

- Serve as a liaison between the school and families, particularly those whose primary language is not English.
- Foster positive communication and collaboration between home and school.
- Provide information and support to parents regarding school programs, services, and procedures.
- Assist families with enrollment forms, questionnaires, and other required documents.

- Coordinate and support parent engagement activities, workshops, trainings, and events.
- Encourage and increase parent participation in school programs and activities.
- Maintain outreach records, calendars, contact logs, and required documentation.
- Assist in identifying students and families who may benefit from supportive services.
- Coordinate referrals to community agencies and resources when appropriate.
- Participate in community outreach efforts and assigned committees.
- Attend parent meetings, conferences, workshops, and school events as required.

Translation and Interpretation Services

- Translate written communications, notices, forms, and informational materials as needed.
- Provide interpretation services between school staff, students, and families.
- Assist with communication during meetings, conferences, and school events.
- Help eliminate language barriers that may affect family engagement and student success.

Compliance and Reporting

- Maintain accurate records in accordance with district, state, and federal requirements.
- Prepare periodic and special reports as required.
- Maintain confidentiality of student, family, and district information.
- Follow district policies, procedures, and applicable regulations.

PERFORMANCE EXPECTATIONS

Interaction With Others

- Daily interaction with students, families, staff, community members, and outside agencies.
- Demonstrates professionalism, diplomacy, tact, and confidentiality.
- Maintains positive and productive working relationships.

Commitment and Dependability

- Demonstrates reliability and professionalism.
- Functions as an integral member of the school team.
- Provides a high level of customer service.
- Adheres to district policies and procedures.

WORKING CONDITIONS

- Work is performed primarily in a school office environment.
- Frequent interaction with students, parents, staff, and the public.
- May travel between district sites or conduct home visits when required.
- May be exposed to potentially challenging situations involving student attendance, family concerns, or crisis response.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those required to successfully perform the essential functions of this position.

- Sit approximately 70–80% of the workday.
- Walk and move throughout the campus as needed.
- Stand for extended periods during events, meetings, or activities.
- Bend, stoop, kneel, and reach as required.
- Lift, carry, push, or pull up to 40 pounds.
- Operate computers, telephones, and standard office equipment.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

REPORTS TO

Principal

SUPERVISION EXERCISED

None

EVALUATION

In accordance with District classified personnel evaluation procedures.

The information contained in this position description is intended to describe the general nature and level of work performed by employees assigned to this position. It is not intended to be an exhaustive list of all responsibilities, duties, and qualifications required. Additional duties may be assigned as needed.