

# Red Wing Public Schools Position Description

## District Office Receptionist

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### General Information

Department:	District Administration and Support
Unit:	Non-Classified
Immediate Supervisor:	Business Manager
Grade Placement:	8
FLSA Status:	Non-Exempt

### Position Summary

The District Office Receptionist is responsible for providing receptionist, customer service, and general office support for the District Office and its administrators.

### Essential Duties and Responsibilities

1.	<p>Provides receptionist and customer service support for the District Office and its administrators.</p> <ul style="list-style-type: none"> <li>a) Greets and provides information to visitors, parents, students and staff regarding their general questions. Directs persons to appropriate parties, as necessary. Answers incoming District Office phone calls.</li> <li>b) Prepares and assists administrative staff with reports, data entry and various departmental duties.</li> <li>c) Serves as a liaison between staff, public and district office staff.</li> </ul>
2.	<p>Provides office support to the District Office staff and Administrators. Responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>a) Front office support: Sorts, distributes and prepares mail for internal and external delivery. Purchases and maintains materials supply for office operation.</li> <li>b) Provides support to the Buildings and Grounds Department: Maintaining files, records, data entry, purchasing, maintain budget data and department communications.</li> <li>c) Provide support to the Food Service Department: Maintaining files, records, data entry and correspondence.</li> <li>d) Provides support to the Finance Department: Invoice sorting, coding and entry.</li> <li>e) Provides support to the Human Resource Department: Maintain the absence management software data, assists with the entry and approval of background screens.</li> <li>f) Assists with other clerical functions as requested.</li> </ul>
3.	<p>Maintains various transportation records, files, and/or records.</p> <ul style="list-style-type: none"> <li>a) Maintains and updates records of employees certified to drive students according to local and state requirements.</li> <li>b) Maintains student schedule for drivers of special education vans. Notifies drivers of changes to the schedule. Finds substitute van drivers.</li> <li>c) Maintains schedule of employees using district vans for field trips, out-of-town classes, etc.</li> </ul>

	Distributes keys for district vehicles. Distributes gas cards. d) Schedules vans for Kid’s Junction and Community Education classes and/or events. e) Transportation reporting. f) Liaison between District transportation vendors.
4.	Performs other duties of a comparable level or type as apparent or assigned by his or her supervisor(s).

## Required Education, Training, and Work Experience

Required Education / Training:	High school diploma or GED
Degree Information:	2-year degree or higher preferred, but not required.
Major Field of Study or Degree Emphasis:	Not applicable
Required Work Experience:	Minimum of 2 years of secretarial, clerical or customer service / support experience
Licenses / Certifications Required:	None

## Essential Knowledge Required to Perform the Essential Functions of the Position

- Comprehensive skills with Google Suite and Microsoft Office products and programs.
- Must have knowledge of general record keeping maintenance routines, accounting practices and electronic bill pay operations.
- Deliver outstanding customer service to our staff, students and public by communicating effectively and responsibly.
- Must possess a strong ability to maintain confidentiality and the ability to communicate sensitive information.
- Outstanding skills in organization and time management as well as the ability to multi-task.

## Essential Skills Required to Perform the Work

- Applying and using word processing, spreadsheet, database, and other computer applications.
- Customer service and human relation skills in assisting, dealing with and applying proper phone etiquette and informational assistance in dealing with district employees, students and the public.
- Basic math skills needed to add, subtract, multiple and divide units of measure using whole numbers, fractions and/or decimals.
- Using and operating computers and applying office productivity software for basic word processing, file maintenance and data entry.
- Performing duties and tasks that require considerable attention to detail, precision and accuracy in recording, entering, tracking or monitoring district record maintenance activities.
- Ability to learn and apply building office routines and office procedures.
- Ability to learn and operate district custom applications and district software used in maintaining office records, files, lists, student data, etc.
- Operating and using general office requirement including, copies, fax machines, duplicating equipment, internet, telecommunications equipment and voice mail.
- Ability to learn and acquire skills and knowledge of other positions within area of assignment.
- Process improvement and the ability to continuously review and suggest sustainable change across a variety of procedures.

## Typical Physical Demands for this Position

Summary of Physical Job Requirements:

Physical requirements associated with the position can be best summarized as Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to lift, carry, push, pull, or otherwise move objects in the performance of the job.

Physical Job Requirements:

	Amount of Time Spent			
	None	1/3 or Less	1/3 to 2/3	Over 2/3
<b>Physical Activities</b>				
Stand		X		
Walk		X		
Sit			X	
Use hands to finger, handle or feel			X	
Reach with hands arms		X		
Climb or balance	X			
Stoop, kneel, crouch or crawl		X		
Talk or hear				X
Taste or smell	X			
<b>Lifting / Forcing Exerted</b>				
Up to 10 pounds				X
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Unusual or Hazardous Working Conditions Related to Performance of Duties:

Duties are generally performed in a typical school district office setting where there are minimal environmental hazards and risks associated with the performance of assigned duties and tasks.

## Classification History and Approval

Created: 12/18/2020