

Front Receptionist

Name: _____

School Name: _____ City: _____, TX

Job summary: The Front Receptionist will be the first point of contact for guests of Nolan Catholic High School. Front Receptionist's duties include welcoming guests and greeting visitors of the school as well as performing basic security measures prior to notifying the school's point-of-contact. Receptionist will also coordinate front-desk activities, including distributing correspondence and answering and redirecting in-coming phone calls. This position will be supervised by the Executive Administrative Assistant to the President.

Essential job functions:

- Supports and upholds the philosophy of Catholic education and the mission of the school
- Acts as a witness to Gospel values by modeling the teachings of the Catholic Church
- Supports and adheres to the Code of Conduct and policies and procedures of the school and Diocese
- Abides by the Confidentiality Policy set forth in the Diocese Employee Handbook
- Greet and welcome guests as soon as they arrive at the front lobby of the main building (required of guests)
- Maintain school security by following safety procedures and controlling access via the reception desk (scan guest IDs in Raptor system and issue guest badge)
- Contact the appropriate person and office to escort any/all guests into the school
- Arranges all visitors that will be entering a building on campus, with proximity to students, to be picked up by the contact person on campus who they have come to visit.
- Answer, screen and forward incoming phone calls (within 3 rings)
- Determine the best administrator/staff member to assist with guests calling the school/needing assistance
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Maintain a positive and professional attitude/approach when dealing with conflict resolution situations
- Coordinate front desk coverage during breaks or time off of work
- Maintain a desktop manual with frequently asked questions, processes and procedures
- Receive and send to the school's Business Office all daily mail/deliveries
- Can serve as the first stop to visitors in certain situations. An example would be regular package delivery (FedEx). The regular driver is "waved" through the main gate by the security guard and reports directly to the receptionist in the Vestibule. The receptionist contacts the business office (where all incoming packages are processed) and receives the packages from the driver. If there are a large number of packages or a very heavy package, business office personnel have the option to have the delivery person move the package(s) back to the business office accompanied by someone from the business office.

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The delivery person is then monitored until they leave the building back through the Vestibule and leave campus.

- Assist with outbound mailings by printing labels and stuffing/sealing envelopes
- Perform other clerical receptionist duties such as filing, photocopying, and faxing
- Oversee the operations aspect of the school's Spirit Store by staffing or coordinating volunteer staffing during operational hours and special events, maintaining accurate inventory records, and reconciling cash box/credit transactions to the sales report
- Determine the need to activate an emergency alarm/notification
- Perform trained emergency procedures in the event of an alarm, lockdown/lockout, or medical emergency
- The receptionist has restricted security camera access but can assist the gate security guard in monitoring visitors driving on the campus.
- The receptionist is encouraged to reach out to the Director of Security and Safety, the Executive Director of Facilities, the Principal of Student Affairs, or the Dean of Students if she witnesses via security cameras or visually, any out-of-the-ordinary behavior by a visitor to campus or a student.
- Process bills from the Facility Department. This includes writing check requests and processing credit card transactions. This paperwork will be returned to the Facility Department for an approval signature prior to submitting paperwork to the business office
- Communicate FAQ back to the Marketing/Communications team in an effort to more effectively/efficiently send out information
- Responsible for all other projects, tasks, etc., as assigned.

Minimum qualifications:

Education:

- High School Diploma

Experience:

- Preferred, but none required

Knowledge, abilities, and skills:

- Knowledge of the basic teachings of the Catholic Church
- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise

- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude

Working Conditions:

- This position works in a typical office environment, but is subject to stress due to the evolving and quickly expanding business needs, tight deadlines and heavy workloads
- Hours are conditional to the school’s hours of operation

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Mental/Physical Demands:

- Required to lift or carry moderately heavy items to a maximum of 35 lbs
- Required to maintain composure and avoid inappropriate displays of emotion
- Required to sit, stand, bend, stoop, reach, grab, pull, hear, see, and speak on a daily basis
- Required to perform repetitive physical tasks such as computer keyboarding, writing, reading
- Required to work in a variety of locations including those with noise, activity, and inclement weather

FLSA classification: Exempt Non-exempt (hourly)
School classification: Full-time Part-time
 Temporary Other/seasonal

Employee Certification

All employees must adhere to the diocesan code of conduct and agree to represent the teachings of the Catholic Church when instructing or advising students, families, or other employees.

According to the Department of Labor, Texas is a “work at will” state. Letters of acknowledgement are not contracts, nor do they bind the employer or the employee to a predetermined time or guarantee of employment.

By my signature below, I verify that a copy of this document has been provided to me and I have had an opportunity to review it and discuss its contents. I understand this document does not create or imply any employment contract or agreement, and is meant only to be a guide to me in my regular duties. I understand that tasks or assignments may be added or removed from the job description by my supervisor at any time, without prior notice.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____