

PRAIRIE SPIRIT SCHOOL DIVISION NO. 206

POSITION TITLE: **RECEPTIONIST**
Out of Scope

Reports to: **Directly:** **Superintendent of Human Resources (Office Manager)**

General Description:

This position requires the performance of communication functions such as, answering the main telephone line to relay incoming calls, take messages or provide information, and directing visitors and processing incoming written communication. This position also performs administrative and clerical tasks such as word processing, photocopying, and filing.

Required Education, Knowledge, Qualifications and Experience:

- Possess a Grade 12 diploma
- Minimum of one year of secretarial training at a recognized institution as approved by the Board of Education
- Demonstrated knowledge in the operation of equipment such as; photocopier, switchboard, mailing machine, fax, computer, printing machine
- Demonstrated knowledge of methods and procedures used in maintaining an office
- Proficiency in the operation of computers and knowledgeable of word processing applications and database software packages currently used by the division

Required Skills and Abilities:

- Excellent interpersonal and communication skills, both verbal and written
- Excellent listening skills
- Accurate filing skills
- Ability to work as a team player
- Ability to work independently with minimal supervision
- Ability to maintain strict confidentiality with respect to school division operations
- Ability to deal with a broad range of members of the public
- Self-directed, tasks and goal oriented
- Display a positive attitude

Supervision of Staff:

There is no supervision within the scope of this position.

Duties and Responsibilities:

Without restricting the generality of the general description above, the Receptionist shall perform such duties and responsibilities as may be assigned including but not restricted to the following:

CORE RESPONSIBILITIES:

1. Be willing to engage in life long learning with respect to training, inservices and courses of study.
2. Conduct oneself in a manner appropriate to an educational institution that provides services to children.
3. Deal tactfully with staff, students, parents and the public.
4. Be knowledgeable and supportive of applicable Board policies.

OTHER DUTIES AND RESPONSIBILITIES:

1. Perform receptionist duties such as directing telephone and on-site inquiries to appropriate personnel in a professional and courteous manner.
2. Relay communications verbally and in writing to staff at the Conveyance and Maintenance Centres.
3. Greet visitors, answer their questions and direct them to appropriate offices and meeting rooms.
4. Assist with the programming of the telephone and voice mail systems as requested.
5. Upkeep of the main reception voice mail system and revise switchboard voice messages as required.
6. Perform secretarial and clerical duties such as typing, collating, filing, recording, sorting, and related duties as requested from time to time.
7. Assist in the scheduling of bookings for all meeting rooms and assist in the provision of beverages as requested by Food Services.
8. Process mail on a daily basis. Assist with the distribution of outgoing school delivery mail if required. Prepare parcels or material to be sent by Courier if required.
9. Complete order forms for office supplies for authorization, sign receipts of supplies delivered to the Division Office if required, and maintain an inventory of office supplies.
10. Duplicate prepared materials using appropriate equipment as required.
11. Operate the fax machine to receive, send and distribute fax messages as required.
12. Obtain and forward meter readings of photocopiers at all facilities in the division as required.
13. Be familiar with a central filing system and file all general filing.
14. Handle minimal amounts of cash for small items received from staff.
15. Assist other staff members with tasks of clerical or secretarial nature upon request.
16. Ensure that signage in the main foyer is updated daily.

Judgment, Independence and Client Contact:

• **Confidentiality**

At no time should a Receptionist discuss in public information pertaining to a student or staff member. A Receptionist is expected to respect the confidential nature of the position by avoiding discussion about any topics that are not formally communicated to the public by the administration of the school division. Breaching confidentiality is a serious violation of acceptable conduct.

- **Independence**

The Receptionist is expected to work independently.

- **Working Jointly with Other Staff on Common Assignments or Tasks:**

This position involves working closely with other personnel in the Division Office on a daily basis.

- **Responsibility for quality of assigned work**

The employee is under routine supervision and is responsible for the quality of the work and is expected to seek clarification and directions on any matters of concern. The quality of the work is dependent upon the efficient relay of timely information. The “first impression” image of organization is dependent upon the quality of the work.