



## **JOB DESCRIPTION**

**JOB TITLE:** Receptionist, Part Time  
**DEPARTMENT:** Office Support  
**REPORTS TO:** Office Manager  
**SCHEDULE:** Part Time: 3 days one week, 2 days the next week

### **JOB SUMMARY:**

The receptionist is responsible to maintain a positive and welcoming atmosphere to members of the school community. The receptionist provides overall support in recording people arriving at and departing from the school; managing deliveries, maintaining records of Fire and Code Blue Drills; selling tickets for school programs and events; making daily announcements; tending to minor injuries, gathering information related to medical incidents or student conflicts.

### **KEY RESPONSIBILITIES:**

- Receiving visitors by greeting, welcoming, tracking their presence via the appropriate register, directing and announcing them appropriately;
- Receiving counter mail (school forms, money, etc.) and deliveries and facilitating deliver to the appropriate person;
- Providing first response and general information to members of the school community, including all K-12 students, staff, parents and guardians, volunteers, delivery personnel, the general public, faculty and staff;
- Answering, screening and forwarding incoming phone calls, manage voicemail and responding appropriately to requests for information;
- Making announcements on the intercom twice daily to facilitate the broadcast of O'Canada each morning and to support the sharing of time sensitive information intended for students and staff as identified on the daily log;
- Answering, responding and initiating pages from and to teachers (classrooms) or to people in common areas via the intercom system;
- Accessing the family database software to obtain student or parent/guardian information, student attendance, student timetables, etc.;
- Assessing student injuries or conflicts and actioning as required, e.g. resolving or directing tthe student to the appropriate administrators for action if needed, completing Head Injury Form;
- Support the K-8 milk program through the preparation and sale of tickets;
- On occasion and in the absence of other Main Office support staff, supports school events by selling tickets for school events;
- Receive lost and found items, placing them in the designated areas to facilitate return to the original owner.

**General Office Support:**

Providing office support as directed by the Executive Assistant or at the request of a member of the Administration Team.

**Receptionist Duties and Responsibilities:**

Detailed instructions for duties associated with the Key Responsibilities identified above are contained in the Reception Desk Manual dated April 2020.

**ACADEMIC/EDUCATIONAL REQUIREMENTS:**

- Completion of Grade 12 or equivalent;
- Training and/or experience in a computerized office environment with demonstrated proficiency in the Microsoft Office and Google Programs; and
- First Aid/CPR Training (Advanced) or willingness to obtain certification.

**REQUIRED SKILLS/EXPERIENCE:**

- Willingness to sign and adhere to LCS Statement of Faith and Lifestyle Commitment;
- Enthusiastic support of the vision, mission and values of Linden Christian School;
- Highly developed relational and communication skills with both adults and students from Kindergarten to Grade 12, with a strong customer service orientation;
- Able to take initiative, be self-motivated and have the ability to work independently and collaboratively as part of a team;
- Utilizes excellent organizational/time management skills and the ability to multi-task in a fast-paced work environment with frequent interruptions;
- Ability to meet multiple demands and deadlines in a busy office environment with many interruptions;
- Effective interpersonal and communication (verbal and written) skills;
- Understanding and adherence to confidentiality and privacy issues;
- Ability to deal with difficult and sensitive situations with tact and diplomacy including areas of race relations, cross culture understanding and human rights;
- Ability to effectively adapt to changing situations or increased responsibilities within the workplace;
- Ability to effectively operate small business equipment, e.g. telephone, photocopier/scanner, intercom system, etc.
- Maintain First Aid/CPR certification;
- Previous experience with computerized student records systems or similar database is preferred and;
- The desire and ability to engage in continuing education and professional development.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by personnel assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.