



## HARVEST BEST ACADEMY

### Receptionist

**Reports to: Human Resources Director**

**Position Description:**

To be the main contact person for all parents and visitors, as well as assist in the successful administration of the school. The post requires that you will promote the smooth running and efficiency of the main office as well as provide Best in Class customer service to all customers and employees.

**Duties and Responsibilities:**

- Answers phone calls in a pleasant, informed manner for the purpose of providing information and creating a good image of the school
- Manages telephone message system (office hours, inclement weather and other recorded messages)
- Greets all incoming students, families and guests respectfully and professionally
- Assists in all aspects of maintaining a professional front office, including but not limited to, fielding and directing incoming phone calls to the appropriate staff member in a timely, professional manner, filing and copying and faxing of sensitive information.
- Understands, accepts, and abides by the School's philosophy and mission statement in all his/her school activities.
- Develops a positive, welcoming and caring climate in the Front Office.
- Consistently exhibits high standards of professional conduct.
- Effectively perform all other duties as assigned by Supervisor, Principal and/or other School Leaders.
- Managing Guest and School Leader's appointments through guest management system.
- Coordinates and manage Parent and School communications.
- Manages internal correspondence as requested by Supervisor and School Leader.
- Arrives punctually, be prepared for each school day, and maintains regular attendance.
- Requires basic clerical skills and knowledge of office practices and procedures that involve the operation of standard office equipment such as personal computer, copier, fax, and associated equipment that can be learned on the job within several weeks.
- Assists students and others with routine problems and will refer non-routine items to a supervisor.
- Works with courtesy, tact, and diplomacy in dealing with others, and the ability to work cooperatively as part of a team.
- Able to sit or stand for extended periods of time
- Lifts supplies and materials weighing up to 25 pounds.
- Type's routine correspondence, memoranda, reports, records, bulletins, orders and other office documents from sources such as rough drafts, notes, and oral instructions.

- Properly receives materials and notifies respective departments in a timely manner.
- Documents and sorts deliveries through established procedures.
- Sorts and stamps out-going correspondence, address envelopes and packages, and prepare printed matter and other material for mailing.
- Enters information or data to computer terminal following established procedures.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain satisfactory working relationships with other employees, children, and the general public.
- Able to handle confidential information with discretion and maintain compliance with the Minnesota Data Privacy Act.
- Able to work in a fast paced environment

**Minimum Requirements:**

- High school diploma
- Able to conduct research or otherwise compile data
- Proficient use of computer applications
- Proficiency in Microsoft Word, Excel, PowerPoint, Google Doc and Outlook required, with experience generating clear, concise documents.
- Strong organization skills including the ability to handle multiple projects simultaneously,
- High degree of accuracy and attention to detail.
- Strong interpersonal skills and poise in dealing with people;
- Excellent professional writing and oral communications skills;
- Flexibility and adaptability - an ability to react positively and quickly to last minute changes
- Must be able to pass a local criminal history check

As an equal opportunity employer, we hire without consideration to race, religion, creed, color, national origin, age, gender, sexual orientation, marital status, veteran status, or disability.