

RECEPTIONIST: ROLE & RESPONSIBILITIES

Background

The Receptionist greets people arriving at the central office of the school division, directs visitors to the appropriate person or service, answers and forwards telephone calls, takes messages, schedules appointments and performs other clerical duties.

Procedures

The Receptionist will have specific responsibilities for:

1. Reception

- 1.1 Perform receptionist duties such as answering incoming calls, ascertaining the nature of the call and directing to appropriate personnel in a professional and courteous manner.
- 1.2 Greet all clients, respond to their inquiries and direct them or refer them to the appropriate meeting location or staff member.

2. Clerical

2.1 Daily

- 2.1.1 Receive and distribute all incoming mail – from Canada Post and schools.
- 2.1.2 Process incoming/outgoing mail, courier deliveries and faxes on a daily basis.
- 2.1.3 Distribution of incoming faxes, in a timely manner, to appropriate personnel.
- 2.1.4 Manage Central Office room booking schedule.
- 2.1.5 Update the events calendar on division website.
- 2.1.6 In the absence of the Communications Coordinator, the receptionist will respond and redirect inquires for the “feedback” email account.
- 2.1.7 Arrange for home school parents to photocopy at Central Office.
- 2.1.8 Maintain and update telephone directory.
- 2.1.9 Ensure all necessary documents are provided when application is made for substitute positions or posted vacancies prior to forwarding to Executive Assistant of Business Administration or Human Resource Manager.
- 2.1.10 Order all supplies for the copier machines and place calls for service.

2.2 Monthly

2.2.1 Posting of electronic copies of all school newsletters to the Board intranet site.

2.3 Annual

2.3.1 Kindergarten pre-registration including receiving registrations by phone; informing parents of proper attendance areas and of upcoming "school registration/orientation" dates in late May; split up master list and compile individual lists for each school; mail information to each new kindergarten student, care of their parents.

2.3.2 School Review correspondence.

2.3.3 Prepare invitations and communication for division's Focus Group and Leadership Academy.

2.3.4 Prepare a listing of Annual General Proficiency Awards and GSSD Scholarship listings. When information is received from schools, make a chart of the applicants' averages to determine the recipient at each individual high school to submit to the Ministry of Education and GSSD Accounting Department for the GSSD scholarship recipients.

3. Confidentiality

3.1 At no time should a Receptionist discuss, in public, information pertaining to employees, students or the operation of the division. A Receptionist is expected to respect the confidential nature of their position by avoiding discussion about any topics that are not formally communicated to the public by the administration of the school or the school division. Breaching confidentiality is a serious violation of acceptable conduct and *The Local Authority Freedom of Information and Protection of Privacy Act*.

4. Other Duties As Assigned

4.1 Performs other duties and obligations as assigned by the Director of Education, Superintendent of Business Administration and Human Resource Manager.

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