

ADMINISTRATIVE PROCEDURE NO. 440

THE ROLE OF THE RECEPTIONIST

Background

This position reports directly to the Secretary-Treasurer. Under limited direction of the Secretary-Treasurer, the Receptionist provides office receptionist and other administrative support for Central Office

Performance Responsibilities

- Projects a positive image with staff, visitors and callers;
- Answers, screens and refers inquiries, addresses when possible and/or takes messages from parents, students, educators and public using a multi-line switchboard;
- Provides receptionist services for Central Office and acts as a contact for assistance/maintenance of the Central Office phone and voicemail system;
- Receives and distributes all mail and courier deliveries;
- Processes all outgoing mail and maintains the district postage system;
- Provides assistance with distribution of publication and information to schools;
- Processes orders, maintains inventories and distributes all office supplies;
- Orders supplies and places service calls for office equipment maintenance;
- Updates notice message board on a daily basis;
- Maintains phone lists and manages telephone listing in published directories;
- Processes all facilities rentals;
- Schedules meeting rooms for Central Office and provides catering for meetings;
- Maintains the publication of the Professional Development calendar for the Division;
- Processes and maintains all student CUM files as they come into Central Office;
- Orders all photocopy paper for the school division;
- Ensures that the coffee station is maintained and clean;
- Manages use of parking stalls;
- Distributes weekly facility booking schedules for the school division; and
- Performs other assigned duties that are within the area of knowledge and skills required by the job description.

Performance Appraisal

1. Regular appraisal of the performance of the Receptionist is a responsibility of the Secretary-Treasurer. In carrying out this responsibility, it is recognized that the Receptionist is entitled to such a review in an objective, fair and straightforward manner so that his/her performance may be as effective as possible for the system.

2. The performance appraisal shall derive primarily from the responsibilities of the Receptionist as outlined above.
3. The Secretary-Treasurer and the Receptionist will develop and agree upon the procedures for carrying out an effective performance appraisal.