



**POSITION SUMMARY:**

The primary responsibility of the District Receptionist is greeting visitors, both on the telephone and in person. This position is frequently the first, and oftentimes only, contact a visitor has with the District. The individual in this position must possess a great deal of information ranging from school locations to district policy. It is always critical that the individual act in a professional and courteous manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greet students, staff, parents, community members, and other visitors upon their entrance to the building.
- Answer incoming telephone calls, provide accurate information, direct calls to others, and take messages.
- Maintain and update reference materials necessary for switchboard reception desk operations.
- Assist in distributing, collecting, and filling out enrollment-related District forms and Facility Use forms.
- Locate appropriate individuals in cases of emergencies.

**OTHER RESPONSIBILITIES:**

- Assist with projects as directed, such as collating, envelope stuffing and mail distribution.
- Maintain a neat, orderly, presentable lobby space and provide oversight of lobby activities.
- Ensure security of the building by consistently enforcing District badge policy.
- Cross train with the Communications Department in order to provide backup coverage for the Communications Department front desk.
- May periodically supervise students who, for a variety of reasons, are visiting the reception area.
- Multilingual staff member may be asked to translate within their scope of work.

**REQUIRED QUALIFICATIONS:**

**Education and Experience**

High school diploma or equivalent  
One (1) year of secretarial experience  
One (1) year of experience working with the public

**ADDITIONAL REQUIREMENTS:**

Basic knowledge of Microsoft Word and Excel  
Positive evaluations

**PREFERRED QUALIFICATIONS:**

Knowledge of district site locations and staff

JOB DESCRIPTION: District Receptionist

**CONDITION OF EMPLOYMENT:**

Criminal background clearance  
Work scheduled hours on a consistent basis

**KNOWLEDGE OF:**

Basic Microsoft Word and Excel  
Database management  
District's Student Information System  
School board policies and procedures

**ABILITY TO:**

Organize and perform job responsibilities efficiently and independently without close supervision and able to pay strict attention to detail  
Perform safety responsibilities while under pressure.  
Demonstrate basic knowledge of modern technology and willingness and ability to increase knowledge to proficiency  
Speak, read and follow written or verbal communications: able to proofread  
Exhibit proper telephone etiquette  
Practice effective safety and security within individual work routines.  
Remain flexible; able to cope with frequent interruptions as part of a daily routine, to multi-task and shift priorities to meet required deadlines  
Develop and maintain positive customer relations with staff, students, parents, and the public in a multicultural and multiracial community  
Cope with and assist angry or distraught students, parents, and other community members  
Work collaboratively with District staff and promote teamwork with co-workers  
Practice ethical and professional standards of conduct including the requirements of confidentiality  
Abide by Federal Way Public Schools' Policies and Procedures  
Perform the essential functions of the job with or without reasonable accommodations

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES RELATED TO CULTURAL COMPETENCE AND EQUITY:**

Knowledge/awareness of own cultural identity and how this influences behavior, and desire to learn about the cultural identity of others.  
Ability to establish and nurture an environment that promotes cultural competence and equitable treatment of staff, students, and patrons of the District.  
Ability to understand and hold self and others accountable for promoting the Federal Way Public Schools' commitment to "Each Scholar: A Voice. A Dream. A Bright Future."  
Ability to recognize that each person is a unique individual even as we celebrate their group cultural heritage.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will regularly stand and walk, bend neck and back, use hands for repetitive grasping and pushing/pulling. The employee will frequently be required to sit for extended periods of time and use a computer screen and keyboard. The employee may occasionally be required to squat, kneel, and use hands for fine manipulation, climb stairs/ladder, lift and reach overhead, and lift/carry. The employee must regularly lift/carry up to 5 pounds and must frequently lift /carry up to 15 pounds. The employee will occasionally lift/carry a maximum of 25 lbs. The employee is occasionally required to push/pull a maximum weight of 200 pounds.

## JOB DESCRIPTION: District Receptionist

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The noise level in the work environment is usually moderate. The position constantly deals with frequent interruptions, demanding deadlines, and occasionally deals with angry and distraught employees, students and community members.

### **WORK SCHEDULE**

This position typically works \_\_\_ hrs Monday through Friday, \_\_\_ days per year

### **REPORTING RELATIONSHIP**

This position reports to and is evaluated by the Chief of Communications and Strategy.

### **REPRESENTATION**

Federal Way Education Association-Education Support Professionals (FWEA-ESP)

### **LEVEL OF COMPENSATION**

Level 4 on the FWEA-ESP Salary Schedule. This position includes the following benefits prorated based on FTE – Medical, dental vision, sick and vacation leave, life insurance, professional development dollars, retirement.

### **CLASSIFICATION HISTORY**

Update 9/1/01

Update with physical demands/working conditions 05/2015

FWEA-ESP review 7/2015

Updated 9/2016 with Communications language and reporting relationship

Updated FWEA-ESP job review 11/2019

### DISCLAIMER

The preceding list is not exhaustive and may be supplemented as necessary. The statements contained herein reflect general details as necessary to describe the principal functions of this job, the scope of responsibility and the level of knowledge and skills typically required but should not be considered an all-inclusive listing of work requirements, skills or duties so classified. All personnel may be required to perform duties outside their normal responsibilities from time to time as needed.

All employment open positions are made available on a nondiscriminatory basis without regard to race, color, creed, religion, sexual orientation, national origin, gender, age, disability or veteran status.

*Job descriptions are written as a representative list of the **ADA essential** duties performed by the entire classification. They cannot include, and are not intended to include, every possible activity and task performed by every specific employee.*