



## **Receptionist**

Status: Non-exempt hourly, Full-Time

Calendar: Calendar Year

### **Overall Objectives**

First point of contact in office for parents, students, visitors and staff; performs duties to support office operation and assists Communications and Development Manager with school tours, events, and projects.

### **Principal Roles & Responsibilities**

#### **Communication**

- Serves as first point of contact for parents, students, visitors, and staff in the Main Office in a positive, customer-centered approach.
- Answers multi-line phone system and directs callers to appropriate individual(s).
- Responds to issues and inquiries (by phone, via email, or in-person) on a timely, professional manner, and if necessary, with guidance from Communication and Development Manager; brings issues of concerns to the attention of Communications and Development Manager
- Sends school announcements to parents via email/text messaging.

#### **Administrative Support**

- Manages oversight of reporting of daily student attendance.
- Process incoming and outgoing mail and deliveries.
- Assists with school tours, recruitment, and special events.
- Creates all school family directory and calendar in collaboration with administration for each academic year.

#### **Project Management**

- Manages, maintains, and controls all office supplies in a timely and efficient manner, ensuring that staff follows procedures.
- Works with Communications and Development Manager as well as Business Manager when making purchases in order to adhere to school budget.
- Manages copying and laminating requests

#### **Professional Conduct:**

- Must model and encourage all behavior outlined by Board approved Professional Conduct Policy.
- Maintains a professional image; completes responsibilities in a timely and accurate manner.
- Meets set objectives and goals; requiring minimum supervision and direction.
- Takes responsibility for own actions; ensures a positive working environment for all staff.
- Demonstrates a commitment to the organization.

**Recommended Qualifications**

Bachelor's Degree or equivalent experience required; computer skills required. Chinese language skills and work experience in a school setting preferred.

**Employment Requirements**

Must meet all employment requirements including, but not limited to, criminal background checks and reference checks.

The information contained in this job description is not an exhaustive list of the duties performed for this position. Additional duties are performed by individuals currently holding this position and additional duties may be assigned.

**At Will Statement**

Employment at Yinghua Academy is at will, which means that the employee or employer may terminate the employment relationship at any time, for any reason, with or without notice. This job description does not constitute a contract, promise, or covenant of employment.

**Yinghua Academy is an Equal Opportunity Employer**



