

**JOB DESCRIPTION**

**Fayetteville City School System**

**CENTRAL OFFICE RECEPTIONIST**

**Purpose Statement**

The job of Central Office Receptionist was established for the purpose of receiving and channeling incoming calls, providing assistance to the public and performing various routine office assignments.

This job reports to Director of Schools.

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**Essential Functions**

- Receives and channels incoming calls and provides public service information.
- Greet visitors and direct them to the appropriate areas.
- Document and relay messages.
- Communicate central office messages to schools.
- Perform general clerical duties for administrative staff to include typing and/or copying documents as needed.

**Other Functions**

- Performs other duties as assigned by the Director of Schools or Designee to run and maintain an effective operating office and work unit.

**Job Requirements: Minimum Qualifications**

**Skills, Knowledge and Abilities**

SKILLS are required to perform a variety of duties, often changing from one task to another of a different nature. Specific skill-based competencies required to perform the functions of the job include: business phone etiquette, transferring calls, documenting messages, effective speaking and listening, operating standard office equipment.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; compose a variety of documents, analyze situations to define issues and draw conclusions.

ABILITY is required to understand instructions and underlying principles, ability to understand meanings of words and the ideas associated with them and the ability to reason and make judgments. Flexibility is required to work with others in a wide variety of circumstances and work with a wide diversity of individuals.

**Responsibility:** Responsibilities include: working under limited supervision, respect for the confidentiality of information. There is a continual opportunity to impact the organization's services.

**Working Environment:** The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean, healthy environment.

**Experience:** Job related experience required.

**Education:** High School diploma or equivalent.

**Clearances:** Criminal Justice Fingerprint/Background Clearance.