



|  |
|--|
| <b>FRONTIER SCHOOL DIVISION<br/>POSITION DESCRIPTION</b> |
|--|

|                            |   |
|----------------------------|---|
| <b>JOB TITLE</b>           | Receptionist and Mail Clerk                     |
| <b>CLASSIFICATION</b>      |   |
| <b>DEPARTMENT</b>          | Chief Superintendent's Department               |
| <b>LOCATION</b>            | Division Office                                 |
| <b>REPORTS TO</b>          | Executive Assistant to the Chief Superintendent |
| <b>STAFF SUPERVISED</b>    | n/a   |
| <b>PROBATIONARY PERIOD</b> | Three months                                    |
| <b>EFFECTIVE DATE</b>      |   |

**POSITION SUMMARY**

The Receptionist and Mail Clerk is the first point of contact for visitors and callers to the Frontier School Division. The incumbent provides telephone switchboard coverage for the Division and responds or directs general email inquiries. The incumbent ensures that internal and external contacts are responded to promptly and professionally. In addition, the Receptionist supports the Division office with incoming mail requirements.

**QUALIFICATIONS**

Education

- Grade 12
- Courses related to telephone reception and dealing with the public.

Experience

- One year related experience.

Knowledge, Skills and Abilities

- Knowledge in effectively applying customer service principles and practices.
- Knowledge in office administration.
- Proficiency in a variety of computer applications in a network environment requiring the use of word processing functions, data entry, and email.
- Excellent written and verbal communication skills.
- Ability to respond courteously and effectively to incoming requests from internal and external contacts at all levels, via the telephone, email and in person.
- Ability to develop and maintain good working relationships with staff.
- Possess cultural awareness and sensitivity.
- Ability to maintain confidentiality within and outside the Division.
- Ability to work independently and as a team member.

## **DUTIES AND RESPONSIBILITIES**

### Reception

- Greets visitors and callers to the Frontier School Division, provides switchboard coverage and re-directs incoming inquiries.
- Responds to general email inquiries.
- Answers telephone, screens and direct calls.
- Takes and relays telephone messages.
- Provides information to callers
- Greets persons entering Division Office.
- Responds to general inquiries from Division personnel and the public.
- Directs visitors to correct destination.
- Ensures that the reception area is tidy and welcoming, and information within the reception is up to date.
- Receives incoming (small) deliveries at the reception, and relays to staff to pick up.

### Visitors/Staff Sign In

- Ensures knowledge of staff movements in and out of organization through a visitor/non-Division Office staff sign in/sign out record.

### Mail (Incoming and Outgoing)

- Receives and sorts incoming mail.
- Advises staff to receive incoming mail.

### Meeting Rooms Bookings

- Monitors and books meeting rooms for Division personnel and Area personnel for meetings held in the Division Office.
- Maintains electronic Division calendar for meeting room bookings.

### Other

- Assists other Division personnel with overflow work, including word processing and data entry tasks as may be assigned by the Executive Assistant to the Chief Superintendent.

Performs other duties as assigned.

## **CONTACTS**

Division, Area and school personnel  
General public

## **WORKING CONDITIONS**

General office conditions  
This is a 12-month per year position

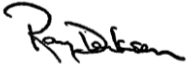


## **PHYSICAL AND VISUAL REQUIREMENTS**

Repetitive action (sorting mail) and keyboarding (data entry)

**EQUIPMENT USED**

General Office equipment  
Personal Computer

**APPROVED**

|   |               |
|---|---------------|
|  | March 9, 2012 |
| Signature, Chief Superintendent   | Date          |
|  | March 9, 2012 |
| Signature, Secretary-Treasurer  | Date          |
|  | March 9, 2012 |
| Signature, Human Resources Coordinator  | Date          |