



# HS SECRETARY/RECEPTIONIST

---

**Reports to:** Building Administrator  
**Salary Schedule:** Schedule B  
**FLSA Status:** Hourly

**Bargaining Unit:** Wenatchee Assoc. of PSE  
**EEO Class:** Level 5  
**Revised Date:** March 2019

---

## **SUMMARY:**

Provides secretarial/clerical support for the High School Administration and Counseling Offices, including telephones, reception, and scheduling appointments for administrators and counselors. Prepares letters and correspondence for various mailings. Verifies and updates student demographic and family contact information. Responds to inquiries from students, parents, staff, and community.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greets students and visitors and directs them to proper persons and/or office, with an emphasis on customer service.
- Ensures that incoming telephone calls are promptly and effectively answered.
- Handles requests for family access and troubleshoots Skyward password issues.
- Directs the delivery of messages, including updating reader board.
- Trains and supervises student office aides.
- Organizes and supervises office reception area.
- Prepares letters, correspondence and a variety of reports for administrators and counselors.
- Performs various office duties such as making copies and sorting mail.
- Handles mailing of student notices to parents.
- Enters discipline information into Skyward.
- Maintains office files.
- Coordinates monthly calendar of building usage, prepares rental contracts.
- Supports staff with field trip procedures; enters field trip attendance in Skyward.
- Provides support for parent/teacher conferences and other school events.
- Updates student demographic and health information in Skyward.
- Assigns student lockers.
- Processes daily and year-end transcript requests

- Performs other duties as assigned.

### **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

**Teamwork** --- Exhibits objectivity and openness to others views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

**Planning/Organizing** --- Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

**Computer Skills** – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

**Customer Service** – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff, student and public needs; Solicits feedback to improve service; Responds to requests for service and assistance;

**Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Interpersonal Skills** --- Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; promotes a harassment---free environment.

**Oral and Written Communication** --- Listens and gets clarification; Responds well to questions; Participates in meetings; Read and comprehend written and verbal instructions. Writes clearly and informatively.

**Professionalism** --- Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** --- Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** --- Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Attendance/Punctuality** --- Is consistently at work and on time; Arrives at meetings and appointments on time.

**Dependability** --- Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

#### **WORKING CONDITIONS AND PHYSICAL DEMANDS:**

The environmental factors described here are representative of those that may be present in the work place while the employee performs 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 is regularly required to stand; walk; use hands to finger, handle, grasp or feel; reach with hands and arms; push and pull, and talk, hear and smell. The employee is occasionally required to stoop, kneel, or crouch. Employee in this position may encounter prolonged sitting and/or standing. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus. Employee in this position may encounter prolonged sitting.

This position may require working with a diverse group of individuals. This position may require working with students of all ages as well as parents and staff. Employees in this position may encounter stressful situation where a professional attitude will be required. Multi---tasking is essential as deadlines and frequent interruptions are common.

Employee in this position may encounter prolonged sitting.

#### **EDUCATION AND EXPERIENCE:**

- High school graduate or equivalent.
- Two years post-high school secretarial training.
- Secretarial experience with office management experience preferred.
- Demonstrated organizational skills, telephone skills, computer/data entry skills, with the ability to type 50 wpm.
- Demonstrated ability to deal effectively with staff, students, and the public.
- Requires prolonged sitting or standing.
- Attendance and punctuality are important in this position.
- A Washington State Patrol Criminal History Information Form, required by RCW 43.43.830,

