



Growth. Values. For Life.

ADMINISTRATIVE RECEPTIONIST JOB DESCRIPTION

Department: Administration
Supervisor: Director of Enrollment
Status: Full-Time, 12 months

POSITION OVERVIEW

The Administrative Receptionist works with the administration, faculty and staff to ensure a professional, warm and welcoming atmosphere in the Student Life Center and in their contact with the entire Ursuline community.

SPECIFIC DUTIES:

Hospitality:

- Warmly welcome and greet visitors, demonstrating a positive customer service mindset
- Assist visitors and employees to find the right person or information, or otherwise resolves their needs
- Answer the telephone and the doors/security gates in a courteous manner and direct calls and campus visitors
- Maintain a sign in/out log for staff and campus visitors in the Student Life Center
- Maintain changes to Academy main voicemail, updates extensions and phone assignments as needed
- Notify campus security of potential issues or concerns
- Oversee the presentation and functionality of the reception area, ensuring it remains welcoming and visitor-ready at all times

Administrative:

- Distribute all incoming and outgoing mail, including school bulk orders
- Support the Advancement, Admissions, Business Office and Marketing/Communication departments with administrative responsibilities as needed
- Maintain changes and updates to the Alert System database
- Update school calendars
- Manage meeting and event space requests
- Support Director of Marketing and Communications with website updates
- Update family and student contact information in Academy databases (ie. Veracross, Constant Contact)
- Support the security team in executing emergency protocol measures
- Has overall responsibility for postage machine and related supplies

Raider Closet

- Welcome students, faculty, and parents to the Raider Closet; answer questions about products and help locate merchandise
- Process sales, returns, and exchanges using a Point-of-Sale system
- Monitor stock levels, unpack new shipments, and organize merchandise
- Ensure the store and displays are clean, organized, and visually appealing
- Pack and mail orders for mail delivery to customers
- Assist with Raider Closet special events such as pop-up shops
- Assist in the bi-annual store inventory

Professionalism

- Participate in scheduled after hours meetings, programs and school events as required
- Maintain confidentiality at all times regarding the Ursuline community
- Attend all required meetings and willing to perform all other duties as assigned
- Contribute by personal example to an atmosphere of faith commitment in a manner consistent with Catholic values and our founder St. Angela Merici
- Respect, cooperate and maintain a positive attitude with colleagues (faculty and staff), students, parents and alumnae and exemplify the core values

QUALIFICATIONS

- Bachelor's degree preferred
- Administrative experience in a school setting preferred
- Ability to analyze and prioritize situations to define issues and schedule accordingly
- Strong communication and interpersonal skills
- Ability to multitask in a busy office environment with poise and confidence
- Ability to handle sensitive situations calmly and effectively

PHYSICAL DEMANDS:

The position requires frequent walking, standing, bending, talking and lifting of up to 25 pounds as a regular part of the job. Specific vision ability required including close, distance, peripheral vision and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The noise level in the work environment is moderate. The employee may be exposed to possible extreme weather conditions, and infectious diseases. While performing the duties of this job the employee will occasionally be exposed to weather conditions of extreme cold and or extreme heat.