

## JOB DESCRIPTION

**JOB TITLE:** Receptionist/Office Assistant

**PROGRAM / DEPARTMENT:** Administration

**REPORTS TO (Title):** Office Manager/Executive Assistant to the Commissioner

**FLSA STATUS (Exempt or Non-Exempt):** NON-EXEMPT

**SUPERVISORY RESPONSIBILITY:** None

**POSITION SUMMARY:** Receptionist/Office Assistant position is responsible for greeting visitors and delivering exceptional customer service assistance. This entails answering calls and fielding accordingly, addressing visitor questions and needs, and providing an overall welcoming environment. This includes performing administrative duties, as needed, and assisting Office Manager with various office tasks.

### **ESSENTIAL FUNCTIONS:**

- Serve as the primary telephonic receptionist, routing calls to the appropriate NCHSAA staff members.
  - This position is the voice and face of the Association
  - Reviews telephonic messages left to voice mail and routes the messages to the appropriate staff members
  - Answer incoming calls in a reasonable time period
  - Answer general questions regarding dates of events, clinics, championships, conferences for the NCHSAA, NCCA and NCADA, related events, or other general Association information, with confidence.
  - Direct callers to the correct organization, if not the NCHSAA (i.e. NCCA, NCADA, DPI, or other pertinent entity) and provide contact information at those other organizations including their telephone number, web address, and/or contact name.
  - Provide general information relative to NCHSAA event sites/venues, ticket prices, fax numbers, email addresses for information transmission, and website direction with confidence.
- Serve as the primary greeter of visitors to the NCHSAA office.
  - Welcome guests in a professional and friendly manner and direct guests to the appropriate NCHSAA staff member for service.
  - Inquires with guests regarding who they are requesting to see and notifies appropriate staff member (does not send guests to offices unless instructed)
  - Screens any unsolicited drop-in visitors via the NCHSAA phone security system; must be able to handle insistent and/or difficult people
- **OTHER FUNCTIONS:** Note: **These functions must not interfere with the essential duties of this position.**
  - Assists staff with preparation of meeting space(s) and other functions when office is being used by internal/external groups.
    - Preparation of materials and supplies for various meetings (i.e. Board of Directors, Education & Athletics, and other advisory groups)
  - Assist NCHSAA staff with clerical needs or special projects that may arise
    - Mailings, pre-championship packing of credentials or coaches' packet materials and similar
    - Assist staff with loading/unloading materials and packages, as necessary

- Other office tasks as requested. Must be submitted through the Office Manager/Executive Assistant to the Commissioner for scheduling/prioritization to ensure main job duties are not compromised.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**EQUIPMENT USED:**

- Telephone
- Intercom system
- Security system
- Copiers
- Mail machine

**WORKING CONDITIONS:**

- Work is completed from a desk station near the front entrance of the NCHSAA building.
- The individual in this position will serve the NCHSAA in a part-time role, Monday through Friday, no more than 22.5 hours per week (unless given permission by supervisor/Commissioner).
- The individual in this position will serve the Association in one of two schedules, either 7:30 a.m. -12:00 p.m. (Schedule I) or 12:00-4:30 p.m. (Schedule II). In order to maintain a presence at the front office, the individuals in reception positions are allowed to change shifts, as long as they are in agreement, it does not create a conflict, and supervisor is aware of the switch in advance.
- Performance of this job will be evaluated by the Office Manager/Executive Assistant to the Commissioner in accordance with the provision of the NCHSAA policy manual and assessment instruction for administrative personnel.
- This position is part-time as defined by the NCHSAA Employee Handbook and is not eligible to receive various NCHSAA benefits including but not limited to health insurance, disability insurance, dental/vision insurance, or life insurance. As indicated by the NCHSAA Employee Handbook, overtime will not be available for this position.

**PHYSICAL AND MENTAL REQUIREMENTS:**

- Medium Work: Exerting up to fifty pounds of force occasionally, up to twenty pounds of force frequently, and up to ten pounds of force as needed to move objects.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- High School diploma or equivalent and at least one year of office assistant or clerical experience or an equivalent combination of education, training and experience.
- College Degree encouraged.

**KEY COMPETENCIES:**

- Sound written and verbal communication skills
- A friendly demeanor with capacity to engage in conversation with visitors/guests
- Good listening skills and ability to ask pertinent questions which aid in determining how to route calls.
- Demonstrated success in maintaining composure and effectiveness in the face of competing and multiple demands
- Ability to juggle multiple tasks and responsibilities while taking full ownership of work
- Dependability and attention to time and established work schedule

**LICENSES AND KNOWLEDGE REQUIREMENTS:** Ability to learn the existing telephone/intercom and security systems to be able to perform the job responsibilities.