

Position Description Receptionist

Summary

The Receptionist is the first point of contact for all Children's Learning Center phone calls and visitors, and provides excellent customer service by greeting, asking questions, and directing them appropriately. Additionally the receptionist is responsible for monitoring arrival/departure of children and families, maintaining absence records, and keeping the reception area organized.

Duties & Responsibilities:

Reception

- Answer all incoming calls to the Children's Learning Center and direct those calls to the appropriate staff/room.
- Greet and provide high-quality customer service to families, staff, and walk-in visitors.
- Log child absences and report to the appropriate classrooms
- Log staff absences and report to appropriate supervisor.
- Provide general information on the Center and its services.

Safety and Facilities

- Monitor lobby activity and ensure that no child enters or exits the Center without an appropriate adult.
- Log and relay custodial services requests to appropriate custodial staff.
- Understand how to handle emergencies that may come up and help to coordinate needs.
- Be first point of contact for program staff in need of any kind of assistance.

Opening/Closing

- Opener works 6:45 – 9:30 a.m. and needs to be at reception desk by 6:50 a.m. to let other student staff in.
- Closer works 3:00-6:15 p.m. or until the last child has left for the day.
- Closer works with in-charge closer to help ensure all children have been picked up and signed out.
- Closer modifies, prints and distributes daily sign-in/out sheets to all classrooms each day.

Miscellaneous/Other

- Work with Center bus escorts to help ensure all school-age children arrive as scheduled.
- Maintain cleanliness and organization of the reception desk.
- Maintain an adequate supply of forms that are to be available to families at reception.
- Complete a variety of other projects as assigned.