



*Board of Education of the City of St. Louis*  
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<b><i>Position Title:</i></b>	Human Resources Receptionist
<b><i>Payroll/Personnel Type:</i></b>	12 Month Position
<b><i>Reports to:</i></b>	Chief Human Resources Officer

**Position Summary:**

Answers incoming calls and directs callers to the appropriate personnel. Greets visitors, accepts packages and directs both to the appropriate staff. The receptionist must have excellent customer service skills and work in a fast paced environment.

**Essential Functions:**

- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Perform administrative support task such as proofreading, transcribing handwritten information and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.
- Greet persons entering the office, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Hear and resolve minor complaints from customers and public or locate and assist with completion of proper forms.
- File and maintain records.
- Transmit information or documents to customers via email, personally or through facsimile.
- Schedule appointments and maintain and update appointment calendars.
- Analyze data to determine answers to questions from customers or members of the public.
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- Keep a current record of staff members' whereabouts and availability.
- Collect, sort, distribute and prepare mail, messages and courier deliveries.
- Perform duties such as taking care of the reception area.
- Perform other clerical duties as needed, such as filing, photocopying, and collating.

**Experience:**

- One to three months related experience and/ or training; or equivalent combination of education and experience.

**Education:**

- High school diploma or general education (GED)

**Knowledge, Skills, and Abilities:**

- Ability to communicate with others and effectively convey information.
- Ability to understand written sentences and paragraphs in work related documents.
- Ability to communicate effectively in writing as appropriate for the needs of the audience.
- High degree of skills in customer service including finding ways to actively help people.
- Ability to handle confidential, sensitive information.



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- Ability to walk up and down stairwells, remain seated for extended periods of time.
- Ability to read and comprehend simple instructions, short correspondences and memos.
- Ability to write simple correspondence. Ability to effectively present information one-on-one and small group situations to customers, clients and other employees of the organization.
- Ability to add, subtracts, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to computer rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Knowledge of contact management, human resource and work processing software.

**Physical Requirements:**

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk and hear.
- The employee is occasionally required to stand; walk and stoop, knell, crouch.
- The employee must occasionally lift or move up to 25 pound.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Working Conditions and Environment:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually quiet.

**Disclaimer:**

**The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.**

**Review/Approvals:**

\_\_\_\_\_  
Employee      Date

\_\_\_\_\_  
Immediate Supervisor      Date

\_\_\_\_\_  
Human Resources      Date



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*In connection with hiring for this position the district shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, age, disability, veteran status or national origin.*