



Board of Education of the City of St. Louis
CAREER OPPORTUNITY

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| Position Title: | Front Desk Operator, Human Resources |
| Payroll/Personnel Type: | 12 Month |
| Job #: | 750 |
| Reports to: | Chief Human Resources Officer and/or Director |
| Shift Length: | 8 Hour Day |
| Union Eligibility: | Not Eligible |

Position Summary:

Perform the duties required to create a positive first impression to all visitors and callers while determining nature of business. Is able to provide answers to questions and information to customers as provided by the Chief of Human Resources and Human Resources staff. The receptionist must have excellent customer service skills and be able to work in a fast-paced environment.

Essential Functions:

- Operate the Human Resources telephone and District switchboard: answer, screen and forward calls, provide information, take messages
- Greet persons entering the office, determine nature and purpose of visit, and direct or escort them to specific destinations
- Provide standard responses to frequently asked questions from visitors and callers
- Schedule appointments and maintain and update appointment calendars
- Keep front desk and reception area tidy and presentable with all necessary material (pens, forms, paper etc.)
- Check, sort and forward emails
- Collect, sort, distribute and prepare mail, messages and courier deliveries
- Monitor office supplies and place orders when necessary
- Keep a current record of staff members' whereabouts and availability
- Hear and resolve minor complaints from customers and public or locate and assist with completion of proper forms
- Maintain and physical and electronic personnel records
- Transmit information or documents to customers via mail, personally or through facsimile
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided
- Perform administrative support tasks such as updating personnel records and electronic files
- Perform other clerical duties as needed

Knowledge, Skills, and Abilities:

- High degree of skills in customer service including finding ways to actively help people
- 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
- Ability to handle confidential, sensitive information
- 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 in one-on-one and small group situations to customers, clients and other employees of the organization



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- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals
- Ability to compute 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

Experience:

- Two to three years of customer service experience in a fast-paced environment

Education:

- Associate Degree (required)
- Bachelor's Degree (preferred)

Physical Requirements:

- Must be physically able to operate a motor vehicle
- Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body
- Light work usually requires walking or standing to a significant degree

Working Conditions and Environment:

- Work is routinely performed in a typical interior/office environment
- Very limited or no exposure to physical risk

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:

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|-------------------------------|---------------|---------------|
| _____ Employee | _____ Date | _____ Date |
| _____ Immediate Supervisor | | |
| _____ Human Resources | _____ Date | |

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.



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