



## *Receptionist*

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The Receptionist position is a full-time position reporting directly to the Director of Admission. The person in this role will be the first face seen by those visiting the business office and must be able to create a warm and welcoming environment for visitors, employees, student, families and the general public. This role is responsible for greeting and directing visitors, notifying school employees of visitor arrivals, answering inquiries and obtaining information, and providing general support for various functions. This position provides information regarding activities at the school, location of departments, offices and school employees.

### **Duties and Responsibilities:**

- Using a multi-line phone system, answer and direct incoming calls in a timely manner, utilizing proper telephone etiquette.
- Welcome families and/or guests to The Potomac School.
- Notify faculty and staff members if they have a visitor in Lobby.
- Monitor the length of time families/visitors are waiting and appropriately handle situations where there is an extended wait.
- Keep lobby area and front of building clean and organized.
- Support the Admission Department with various duties including checking in visitors, scanning confidential information, assisting with event management.
- Track and submit employee lunch orders to payroll for processing.
- Assist the mailroom with various duties including coverage and mail sorting, as needed.
- Process incoming checks/cash for Finance, Development, Extended Day, Private Music and Summer Programs.
- Assist other administrative and operations departments, located in the Flag Circle Building, with administrative duties as requested. Some of this work may include booking travel, managing taxi reservations and vouchers, tracking fuel data, assisting with data entry, coding invoices and utility bills, calendar and event management, and working with a visitor management system.
- Maintain a working knowledge of current Potomac faculty, staff, students and parents as well as daily activities on campus.
- Complete other duties as assigned.

### **Qualifications:**

- Must have a high school diploma; an associate's or bachelor's degree is a plus.
- A minimum of two years' of related work experience; prior school related experience is a plus.
- Proficient speaking and writing in English.
- Must have strong organization skills.
- Strong knowledge of computer applications including MS Word, MS Excel, and e-mail.
- Proven customer service orientation with a positive, upbeat personality.
- Ability to maintain confidentiality.
- Skilled in establishing and maintaining effective working relationships.
- Ability to communicate professionally and patiently in person, over the phone and in writing.
- Ability to work under pressure, identify problems, and establish priorities.