



JOB DESCRIPTION: RECEPTIONIST

DEPARTMENT:	Records & CCR	REPORTS TO:	Manager, Customer Experience
JOB CLASS:	Receptionist	PAY GRADE:	9
EXEMPT STATUS:	Non-Exempt	DATE:	11/7/2017

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Receptionist manages the front office at Florida Virtual School's headquarters. The duties include routine internal and external customer support work such as greeting visitors, staff, clients, students, and parents, answering multi-line telephones, accepting and receiving general deliveries, routing customer service inquiries/calls to the proper department, responding to emails, receiving and holding lost and found items until pick up by property management, maintain general record- keeping for items received as well as visitor log. This position requires a high degree of customer service and attention to customer detail.

ESSENTIAL POSITION FUNCTIONS:

- Greet visitors, manage visitor log, issue temporary name tags, and direct visitors to appropriate personnel
- Provide customer service over the phone, email, and in-person to both internal and external customers as needed
- Serve as a liaison between the department and those customers being served
- Respond to inquiries and provide assistance to customer requests
- Properly document requests and provide responses in compliance with internal policies and state and federal law and escalating concerns or issues
- Answer inbound calls from both internal and external customers
- Sign for deliveries and notify applicable personnel in a timely manner
- Maintain records and files as required
- Order and maintain front office materials and supplies as needed
- Work a standard schedule of M-F from 8:30am- 5:00pm with a 30-minute lunch
- Punctuality is a necessity in this role
- Coordinate coverage with staff for breaks, lunches, vacation, or any other time that would leave the reception area without coverage
- Receive returned equipment and badges from employees when required.
- Report all lost and found items to property management
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established
- Perform Mail duties for FLVS using the SOP currently in place

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related duties as required.)

MINIMUM REQUIREMENTS:**Education/Licensure/Certification:**

- High School Diploma
- Associate's Degree, preferred

Experience:

- One year of customer service experience in an office setting

Knowledge, abilities and skills:

- Knowledge of general office practices and procedures such as answering telephones, emails, filing, and typing
- Knowledge of basic computer operations and office software including Microsoft products
- Ability to establish and maintain effective working relationships; providing a high level of customer service to both internal and external customers
- Ability to learn and use multiple computer applications (VSA, ServiceNow, ect)
- Ability to establish and maintain effective working relationships with vendors and co-workers
- Ability to conduct business with the public in a courteous and competent fashion
- Ability to resolve complaints from angry and unsatisfied customers
- Ability to understand and follow verbal and written instructions
- Ability to speak in a clear and pleasant voice
- Bilingual with the ability to speak, read, and write in Spanish and English, preferred
- Ability to plan and organize work independently
- Skilled at operating office equipment such as a multi-line telephone, computer, printer, fax machine, copy machine, etc.

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p style="text-align: center;">CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	CREATIVITY <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i>
SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn’t stop at the first answers</i>
DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Efforts required working in an office environment, able to lift boxes from floor level to carts on occasion weighting up to 50 lbs. Able to set up training room by moving portable rolling desks and chairs.

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.