

## **Customer Service Coordinator and Receptionist**

The Customer Service Coordinator and Receptionist works on the administrative office team which presently includes the Administrative Assistant and the Director of Finance. As the receptionist, the CSCR takes the **lead on customer service and EagleNation constituent relations**. Located in the administration office, the position is at the hub of daily school business and is often the first contact and daily first impression of the school. The CSCR also carries out administrative duties in a manner that matches the brand personality, supports the health of the school, and **enhances the school's key relationships**. In addition, the CSCR takes the lead on creating a hospitable environment at the school. The outcome desired is that constituents would experience the CSCR and front office as friendly, professional, positive, and supportive to the extent that people appreciate the way in which the school manages daily activities and handles business-related matters.

Administrative responsibilities are carried out professionally, efficiently and effectively while graciously managing family, administration, faculty, student, organization and visitor interactions with consistent portrayal of the school's established personality and mission. These skills include the ability to: be flexible, multi-task, organize, use discretion, know school policy and understand its intent in order to be compliant with school business, improve administrative functions to friendly, positive and effective, communicate well, and act with diplomacy. The CSCR should maintain a professional appearance, should limit discussion regarding families, faculty and students to what is necessary and should be discreet when discussing any related needs in order to protect confidentiality and to avoid any perception of gossip, negativity or favoritism.

In addition, the CSCR partners with the Director of Development and the EagleNation Director to ensure the front office team becomes a catalyst for strengthening the EagleNation community and school spirit. Creativity, hospitality, initiative, positivity and diplomacy are important attributes for the CSCR to possess and use.

Hours of employment are 7:45 am – 4:00 pm Monday through Friday during the school year, with a few days in the summer required for completion and planning of projects and activities, school year preparation and wind down, and filling in for staff as needed.

### **Duties include:**

- Create and provide a warm, hospitable, clean and orderly environment in the front office for visitors and providing them with excellent customer service
- Meet the needs of parents, students, school-related organizations and visitors to the front office
- Partner with the school nurse to assist and care for students who are ill or who need medical attention or upset, appropriately communicating with the student and the student's parent/guardian regarding the student's condition and needs. Record the incident on the medical log and contact parents when circumstances warrant.
- Manage outgoing mail including packages, and distribute faculty/staff mail for pickup
- Oversee the check in-and-out of students, visitors and faculty during school hours
- Answering the phone and taking messages
- Representing the school to anyone making inquiry about admission, including coordinating with Development Director, providing applications, notify Administrative Assistant upon completion.
- Coordinate hot lunch orders through weekly order forms. Prepare pre-paid hot lunch forms for Fall/Spring, collect payments and prepare deposit
- Scan graduate files to server and prepare graduation notebook annually

- Provide appropriate and relevant information, publications and enrollment information to front office visitors and EagleNation families
- Maintain the school calendar and announcements at the front desk and in RenWeb and on the website
- Manage field trip/activities requests
- Keep attendance records for faculty/staff for sick/personal days and time off log
- Schedule substitutes for faculty and staff, facilitate substitute application and orientation, and complete pay slips for substitutes to be turned in to Finance office
- Record student absentees and tardies, and prepare absentee warning letters each quarter
- Oversee intercom usage
- Take RSVPs for school functions
- Verify driver agreements and coordinate drivers as needed
- Take payments for school-related functions and fund-raisers
- Maintain student files for K-12 including application, cumulative records, health forms, birth certificate, immunization records, etc.
- Manage records and paperwork for withdrawn students
- Coordinate with appropriate school representatives on fund-raising activities to develop strategies that support the best interests of healthy school function as well as customer relationships
- Represent families and customer relationships at EagleNation meetings and activities
- Participate in developing and implementing strategies to strengthen EagleNation relationships, to deepen traditions within the school and alumni family, and to improve and support related communication
- Participate in EagleNation planning and communication meetings
- Maintain the EagleNation calendar and activity communications by posting regular updates and announcements on RenWeb, the website, social media and other relevant avenues of communication
- Provide front-office support with school-related events such as Pastor's Appreciation, Grandparents Day, 40<sup>th</sup> Anniversary, Prayer events and other school-wide outreach and donor events to coordinate front office activities and provide relevant input to maintain professionalism, efficiency, relationships and excellence
- Support excellent communications through assisting in the research, creation, development and implementation of best communications tools and practices
- Create opportunities to strengthen school relationships
- Assist students who are phoning home
- File SAT, ACT and Terra Nova test results.
- Order Terra Nova test materials; maintain test closet; assign student ID numbers for new students (and Kindergarten) each year
- Other customer-related and administrative duties as required

All Greenville Christian School staff and instructors are expected to:

- engage families by providing a pleasant environment and consistent and effective communication
- portray and act with professionalism, friendliness and a positive attitude;
- be a team player in a manner that strengthens the school; and its perception to EagleNation and the greater community
- provide elements of fun to the school experience.

Applicants are required to have both education and experience in building relationships while accomplishing a wide variety of tasks efficiently, and to believe in and adhere to the school's Statement of Faith, as well as the Values and Philosophy.