



## CHARTER SCHOOL RECEPTIONIST

Class Code:  
CS00164

Bargaining Unit: NON-BARGAINING  
EMPLOYEE

CITY OF CAPE CORAL  
Established Date: 11/15/05  
Revision Date: 04/20/20

### SALARY RANGE

\$9.82 - \$16.00 Hourly  
\$20,425.60 - \$33,280.00 Annually

### GENERAL STATEMENT OF JOB:

Under the general supervision of a designated supervisor, performs diversified routine office support functions requiring some school-based knowledge. Employees in this class function in the Main Office of the school. Routine functions include greeting visitors and parents, processing mail, responding to public inquiries, processing forms and maintaining various data files and accounts. Incumbents initially work under close supervision until essential knowledge is gained to perform tasks independently.

**Individual(s) assigned to this classification must report to work per their assigned schedule.**

### SPECIFIC DUTIES AND RESPONSIBILITIES:

- Provides public assistance via telephone, in person, and/or by mail, e.g., completing forms/applications, explaining policy and procedure, researching information, directing to appropriate entities for assistance.
- Routes telephone calls as needed to appropriate staff and other areas of the school.
- Maintains comprehensive calendar of building meeting locations and times.
- Directs employees and members of the community at large to offices and meetings in District facilities.
- Electronically routes call slips and messages to staff when appropriate.
- Maintains database of all telephone extensions, office personnel and department locations in district.
- Maintains computerized database of all visitors to site.
- Ensures visitor badge process is followed for security license.
- Assists with clerical tasks as needed.
- Adheres to good safety practices.
- Verifies accuracy and completeness of all data/information received and researches and provides verification on information requests from staff.
- Performs data entry in the maintenance of various records, files and accounts according to the area of placement.
- Receives, processes and distributes school mail, prepares forms, letters and parcels for mailing.

- Receives and reviews invoices, reports, forms and applications, and distributes copies to appropriate personnel.
- Maintains professional contact with other agencies as applicable.
- May order school materials and supplies.
- Prepare and/or verify purchase orders.
- Compile or assist in the compilation of school data to various reports, records or budget preparation.
- Performs related work as required.

**MINIMUM QUALIFICATIONS:**

- High School diploma or equivalent.
- Experience in handling a high volume of communications in a short amount of time.
- Experience with industry-standard computer applications.
- Effective oral and written communication skills.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to work with diverse groups.
- Ability to perform duties with consistent courtesy and tact in the best interest of the public.
- Skilled in both written and oral communications for effective expression and clarity.
- Ability to establish and maintain effective working relationships with Principal, support staff and other personnel.
- General knowledge of modern office practices and procedures.
- Ability to utilize a variety of modern office equipment, i.e., computers, facsimile machines, copiers and scanners.
- Maintain positive communications with colleagues, community members, parents and students to promote an increase in community engagement in education.
- Support the retention of Highly Effective and Effective employees by exhibiting professionalism and making positive contributions to workplace morale.

**REPORTS TO:** Designated Supervisor or Designated Administrator

**EXERTION TYPE:** Light Work. Position requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

**OTHER PHYSICAL REQUIREMENTS:**

The following physical activities are required to perform the essential functions of this position.

<b>The physical requirements of this position.</b>		
<b>Physical Requirement</b>	<b>Description</b>	<b>Percent of Time</b>
<b>Balancing</b>	Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.	10%

<b>Climbing</b>	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.	10%
<b>Crawling</b>	Moving about on hands and knees or hands and feet.	10%
<b>Crouching</b>	Bending the body downward and forward by bending leg and spine.	10%
<b>Feeling</b>	Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.	80%
<b>Finger Dexterity</b>	Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.	90%
<b>Grasping</b>	Applying pressure to an object with the fingers and palm.	90%
<b>Hearing</b>	Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.	100%
<b>Kneeling</b>	Bending legs at knee to come to a rest on knee or knees.	10%
<b>Lifting</b>	Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.	10%
<b>Pulling</b>	Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.	10%
<b>Pushing</b>	Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.	10%
<b>Reaching</b>	Extending hand(s) and arm(s) in any direction.	10%
<b>Repetitive Motion</b>	Substantial movements (motions) of the wrists, hands, and/or fingers.	90%
<b>Seeing</b>	The ability to perceive the nature of objects by the eye.	100%
<b>Sitting</b>	Particularly for sustained periods of time.	90%
<b>Standing</b>	Particularly for sustained periods of time.	10%
<b>Stooping</b>	Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.	10%
<b>Talking</b>	Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.	90%
<b>Walking</b>	Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.	10%
<b>Every job duty in a job description need not always be specifically described, and any omission does not preclude the required performance of all duties that are job related.</b>		



# Charter School Receptionist

Class Code:  
00164

Bargaining Unit: NON-BARGAINING  
EMPLOYEE

CITY OF CAPE CORAL  
Established Date: Nov 15, 2005  
Revision Date: Jun 12, 2012

## SALARY RANGE

\$9.82 - \$16.00 Hourly  
\$785.60 - \$1,280.00 Biweekly  
\$1,702.13 - \$2,773.33 Monthly  
\$20,425.60 - \$33,280.00 Annually

## GENERAL STATEMENT OF JOB:

Under general supervision of a designated supervisor, performs diversified routine office support functions requiring some school based knowledge. Employees in this class function in the Main Office of the school. Routine functions include greeting visitors and parents, processing mail, responding to public inquires, processing forms, and maintaining various data files and accounts. Incumbents initially work under close supervision until essential knowledge is gained to perform tasks independently. Performs related work as required.

**Individuals assigned to this classification must report to work per their assigned schedule.**

## SPECIFIC DUTIES AND RESPONSIBILITIES:

Provides public assistance via telephone, in person, and/or by mail, e.g., completing forms/applications, explaining policy and procedure, researching information, directing to appropriate entities for assistance.

Routes telephone calls as needed to appropriate staff and other areas of the school.

Maintains comprehensive calendar of building meeting locations and times.

Directs employees and members of the community at large to offices and meetings in District facilities.

Electronically routes call slips and messages to staff when appropriate.

Maintains database of all telephone extensions, office personnel and department locations in district.

Maintains computerized database of all visitors to site.

Ensures visitor badge process is followed for security purposes.

Assists with clerical tasks as needed.

Adheres to good safety procedures.

Verifies accuracy and completeness of all data/information received, and researches and provides verification on information requests from staff.

Operates typewriters and/or word processors in transferring/transcribing/composing various documentation, i.e., division correspondence, memoranda, various department logs and records.

Performs some daily data entry in the maintenance of various records, files and accounts according to area of placement.

Receives, processes and distributes school mail, and prepares forms, letters, and parcels for mailing.

Prepares and distributes various school records, reports, notices, and other relevant materials appropriate to the school and district.

Receives and reviews invoices, reports, forms, and applications, and distributes copies to appropriate personnel.

Maintains professional contact with other agencies as applicable.

Maintains calendar and arrange meetings.

#### **ADDITIONAL JOB FUNCTIONS**

May order school materials and supplies.

May prepare and/or verify purchase orders.

May compile or assist in the compilation of school data to various reports, records, or budget preparation.

Performs related work as required.

#### **MINIMUM QUALIFICATIONS:**

High school diploma or GED required. Experience in handling a high volume of communications in a short amount of time required. Experience with industry-standard computer applications required. Fluency in oral and written communication in both English and Spanish preferred.

#### **ADDITIONAL MINIMUM QUALIFICATIONS REQUIRED: KNOWLEDGE, SKILLS, AND ABILITIES:**

Is able to work with diverse groups.

Is able to perform duties with consistent courtesy and tact in the best interest of the public.

Is skilled in both written and oral communications for effective expression and clarity.

Is able to establish and maintain effective-working relationships with Principal, support staff and other personnel.

Has general knowledge of modern office practices and procedures.

Is able to utilize a variety of modern office equipment, i.e., computers, facsimile machines, copiers and scanners.

Is able to issue and follow oral and written instructions.

### **MINIMUM STANDARDS REQUIRED:**

**Physical Requirements:** Tasks are essentially sedentary, some unassisted lifting, carrying, pushing and/or pulling of light weight objects up to 20 pounds. Tasks may require prolonged periods of visual concentration.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of documentation, accounting, and applications.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving and receiving instructions, assignments, or directions.

**Language Ability:** Requires the ability to read a variety of materials relevant to municipal policy, procedure, and ordinance. Requires the ability to communicate with numerous individuals from a broad array of backgrounds.

**Intelligence:** Requires the ability to apply principles of rational systems; to solve practical problems and deal with a variety of concrete variables in situations where standardization exists.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to issue and follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English.

**Numerical Aptitude:** Requires the ability to add, subtract, multiply, and divide; calculate decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability coordinate hands and eyes in utilizing modern office equipment.

**Manual Dexterity:** Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and

receiving instructions. Includes considerable public contact, and potential confrontational situations.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.)

**Environmental Requirements:** Tasks are generally performed without exposure to adverse environmental conditions.



# The School District of Lee County

## Job Description

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**JOB TITLE:** Receptionist

**FLSA STATUS:** Non-exempt  
**SALARY SCHEDULE:** Support  
**BARGAINING UNIT:** SPALC  
**WORKER'S COMP CATEGORY:** 9101 - All Other

**PAY GRADE:** Market Rate  
**JOB CODE:** 504380  
**DAYS PER YEAR:** 255

**MAJOR FUNCTION:**

Provide routing and directions to telephone and walk-in customers of the District.

**MINIMUM QUALIFICATIONS:**

- High School diploma or equivalent.
- One (1) year of experience in handling a high volume of communications in a short amount of time preferred.

Such alternatives to the above qualifications as the Board may find acceptable.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to follow oral and written instructions.
- Oral and written communication skills.
- Ability to work with diverse groups of people.
- Knowledge of and experience with industry-standard computer applications.

**REPORTS TO:** Designated Supervisor or Designated Administrator

**ESSENTIAL JOB FUNCTIONS:**

- Route telephone calls as needed to appropriate departments or employees.
- Maintain a comprehensive calendar of building meeting locations and times.
- Direct employees and members of the community to offices and meetings.
- Electronically route call slips and messages to staff when appropriate.
- Maintain a database of all telephone extensions, office personnel, and department locations.
- Maintain a computerized database of all visitors.
- Ensure the visitor badge process is followed for security purposes.
- Assist with clerical tasks as needed.
- Adhere to good safety procedures.

**OTHER JOB FUNCTIONS:**

- Attend staff meetings and participate in conferences and other trainings to enhance job performance.
- Seek out professional development opportunities and maintain professional licensure and certifications.
- Promote the District's interest in increasing student achievement by working with the educational interests of students in mind at all times.





# The School District of Lee County

## Job Description

- Maintain positive communication with colleagues, community members, parents, and students to promote an increase in community engagement in education.
- Support the retention of Highly Effective and Effective employees by exhibiting professionalism and making positive contributions to workplace morale.
- Promote a culture of high performance and continuous improvement by valuing learning and making a commitment to quality.

### EXERTION TYPE:

- Light work. Position requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

### OTHER PHYSICAL REQUIREMENTS:

The following selected physical activities are required to perform the essential functions of this position.

The physical requirements of this position. (Please check all boxes that apply)		
Physical Requirement	Description	Percent of Time
<input checked="" type="checkbox"/> Balancing	Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.	10%
<input checked="" type="checkbox"/> Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.	10%
<input checked="" type="checkbox"/> Crawling	Moving about on hands and knees or hands and feet.	10%
<input checked="" type="checkbox"/> Crouching	Bending the body downward and forward by bending leg and spine.	10%
<input checked="" type="checkbox"/> Feeling	Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.	80%
<input checked="" type="checkbox"/> Finger Dexterity	Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.	90%
<input checked="" type="checkbox"/> Grasping	Applying pressure to an object with the fingers and palm.	90%
<input checked="" type="checkbox"/> Hearing	Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.	100%
<input checked="" type="checkbox"/> Kneeling	Bending legs at knee to come to a rest on knee or knees.	10%
<input checked="" type="checkbox"/> Lifting	Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it	10%



# The School District of Lee County

## Job Description

	occurs to a considerable degree and requires substantial use of upper extremities and back muscles.	
<input checked="" type="checkbox"/> Pulling	Using upper extremities to exert force in order to draw, haul, or tug objects in a sustained motion.	10%
<input checked="" type="checkbox"/> Pushing	Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.	10%
<input checked="" type="checkbox"/> Reaching	Extending hand(s) and arm(s) in any direction.	10%
<input checked="" type="checkbox"/> Repetitive Motion	Substantial movements (motions) of the wrists, hands, and/or fingers.	90%
<input checked="" type="checkbox"/> Seeing	The ability to perceive the nature of objects by the eye.	100%
<input checked="" type="checkbox"/> Sitting	Particularly for sustained periods of time.	90%
<input checked="" type="checkbox"/> Standing	Particularly for sustained periods of time.	10%
<input checked="" type="checkbox"/> Stooping	Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.	10%
<input checked="" type="checkbox"/> Talking	Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.	90%
<input checked="" type="checkbox"/> Walking	Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.	10%

### TERMS OF EMPLOYMENT:

Work year and salary as established by the Board and SPALC bargaining unit through the collective bargaining process.

**JDE NUMBER:** R-1.01

**BOARD ADOPTION:** 6-29-78

**REVISIONS:** 7-17-84, 7-15-97, 3-4-03, 11-7-18

**REVIEWED:** 7-1-05

Every job duty in a job description need not always be specifically described, and any omission does not preclude the required performance of all duties that are job related.