

WARREN COUNTY PUBLIC SCHOOLS

210 North Commerce Avenue Front Royal, Virginia 22630

Phone (540) 635-2171

School Board Receptionist – Secretary Position Description

LOCATION: School Board Office

JOB CATEGORY: Professional Support

PAY GRADE: Grade 9

CONTRACT TYPE: 250 Day – 12-month employee

FSLA: Non - Exempt

IMMEDIATE SUPERVISOR: Assistant Superintendent

GENERAL DEFINITION AND CONDITIONS OF WORK

Performs a variety of front office, clerical, and administrative support duties for the School Board Office. Serves as the first point of contact for visitors and callers, maintains confidentiality of sensitive information, supports staff and division operations, and assists with tasks related to communication and general office administration. Work requires strong communication and organizational skills, attention to detail, and the ability to interact effectively with employees, families, and the public.

ESSENTIAL FUNCTIONS/TYPICAL TASKS

The minimum performance expectations include, but are not limited to, the following functions/tasks:

- Serves as the primary receptionist for the School Board Office; greets visitors, answers the main phone line, and provides accurate information or direction.
- Maintains a welcoming, professional, and secure front office environment.
- Maintains visitor logs and follows division safety and security procedures.
- Processes and prepares correspondence, reports, schedules, notices, agendas, and related materials.
- Assists with scanning, filing, and maintaining confidential division records in accordance with policy and established procedures.
- Supports division communication efforts, including assisting with monitoring and routing social media messages and inquiries.
- Maintains appointment calendars, schedules meetings, and coordinates logistics as directed.
- Supports the Facility Use & Rentals process, including receiving requests, providing information, and coordinating routing of required forms.
- Ensures communication is professional, consistent, and aligned with division expectations.
- Demonstrates strong verbal, written, and interpersonal communication skills.

- Assists with the preparation and distribution of materials for School Board meetings and division-wide communications.
- Receives, sorts, and processes incoming mail; prepares outgoing mail and packages.
- Provides clerical and administrative support to division staff as assigned.
- Requisitions office supplies and maintains front office materials and equipment.
- Operates standard office equipment including computers, copiers, scanners, and other technology.
- Maintains confidentiality of student, personnel, and division information at all times.
- Performs other duties as assigned in accordance with School Board policies and division practices.

KNOWLEDGE, SKILLS AND ABILITIES

The candidate must possess knowledge of standard office practices, procedures, and equipment, along with demonstrated proficiency in computers, word processing, communication tools, and office software. Strong verbal and written communication skills are essential, as is the ability to maintain confidentiality and handle sensitive information responsibly. The position requires the ability to establish and maintain effective working relationships with staff, families, and the public; prioritize tasks and multitask in a fast-paced environment; and follow oral and written instructions. The candidate must be able to provide excellent customer service and represent the School Board Office with professionalism. Preferred but not required: the ability to communicate effectively in Spanish.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to graduation from high school supplemented by courses in office procedures. Prior clerical, receptionist, or administrative support experience preferred. Experience in a school division or public-facing office environment is helpful but not required.

SPECIAL REQUIREMENTS

Must demonstrate the professional characteristics necessary for interacting effectively with school personnel, families, and community members. Must maintain strict confidentiality regarding student and personnel information. Must possess strong organizational, communication, and computer skills. Candidate must possess good moral character and is expected to be a role model, in and out of the school.

PHYSICAL DEMANDS/REQUIREMENTS

This is sedentary work requiring stooping, kneeling, crouching, reaching, pulling, routine lifting up to approximately 20 pounds, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, and determining the accuracy and thoroughness of work.

EVALUATION

Performance will be evaluated by the Assistant Superintendent in accordance with School Board policies and division guidelines.

Warren County Public Schools is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, gender identity, sexual orientation, disability, age, religion, ancestry, genetic information, marital status, or any other characteristic protected by law. WCPS is committed to providing a work environment free from discrimination and harassment.