

WARREN COUNTY PUBLIC SCHOOLS

210 North Commerce Avenue Front Royal, Virginia 22630

Phone (540) 635-2171

School Board Receptionist & Administrative Assistant to Human Resources Position Description

LOCATION: School Board Office

JOB CATEGORY: Professional Support

PAY GRADE: Grade 7

CONTRACT TYPE: 250 Day – 12-month employee

FSLA: Non - Exempt

IMMEDIATE SUPERVISOR: Human Resources Director

GENERAL DEFINITION AND CONDITIONS OF WORK

Performs a variety of front office, clerical, and administrative support duties for the School Board Office and the Human Resources Department. Serves as the first point of contact for visitors and callers, maintains confidentiality of sensitive division and personnel information, supports Human Resources and division operations, and assists with tasks related to communication, personnel record management, administrative coordination, and general office administration. The position also manages the coordination, tracking, and processing of requests submitted under the Virginia Freedom of Information Act (FOIA), ensuring requests are properly logged, routed to appropriate departments, and responded to in accordance with statutory timelines and division procedures. Work requires strong communication and organizational skills, attention to detail, and the ability to interact effectively with employees, families, and the public while supporting both School Board Office operations and Human Resources administrative functions.

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.
- Assists with copying, scanning, filing, and maintaining confidential division and personnel records in accordance with policy and established procedures.
- Ensures communication is professional, consistent, and aligned with division expectations.
- Demonstrates strong verbal, written, and interpersonal communication skills.
- Receives, sorts, and processes incoming mail; prepares outgoing mail and packages.
- 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.

HUMAN RESOURCES ADMINISTRATIVE SUPPORT

- Maintains and organizes personnel files and confidential HR documentation in accordance with division procedures and applicable regulations.
- Assists with managing Human Resources budget records and account tracking.
- Prepares Human Resources correspondence, memoranda, reports, and related documents.
- Coordinates calendars and schedules meetings for the Human Resources Department as directed.
- Assists with copying, filing, and maintaining HR documentation and records.
- Records meeting notes and assists with preparation of materials for HR meetings and communications.
- Manages division requests under the Virginia Freedom of Information Act (FOIA), including maintaining the FOIA request log, coordinating with departments to collect responsive records, reviewing materials for completeness, and ensuring responses are issued within required statutory timelines.
- Coordinates with division leadership and legal counsel, when necessary, to ensure FOIA responses comply with applicable laws and regulations.
- Provides general administrative support to the Director of Human Resources and HR staff.

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. Knowledge of records management practices and the ability to maintain organized and accurate documentation is required. The candidate should demonstrate the ability to support administrative processes including scheduling, document preparation, and basic budget or account tracking.

Strong verbal and written communication skills are essential, as is the ability to maintain confidentiality and handle sensitive personnel, information responsibly. The position requires the ability to establish and maintain effective working relationships with staff, families, and the public; prioritize tasks and multitask manage multiple responsibilities 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 while exercising sound judgment and discretion when working with confidential Human Resources information.

Familiarity with digital communication platforms and social media tools used for organizational communication is beneficial. Knowledge of public records management practices and the Virginia Freedom of Information Act (FOIA), or the ability to acquire such knowledge through training, is required. The position also requires proficiency with standard office software and the ability to quickly learn and effectively utilize the division's Human Resources Information System (HRIS), and procedures related to processing and documenting public information

requests to ensure compliance with FOIA requirements.

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. The position is responsible for managing division requests under the Virginia Freedom of Information Act (FOIA); prior experience with FOIA processes is preferred but not required, and training will be provided to ensure the employee understands statutory requirements, records management practices, and response timelines.

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 Human Resources Director 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.