



Position: Front Office Assistant
Reports to: Director of Facilities

About St. Mary's Academy

St. Mary's Academy (SMA) is a Catholic High School for young women, founded and sponsored by the Sisters of St. Joseph of Carondelet. Together with the students' families, the administration, faculty and staff are committed to forming a Christian community that nurtures and challenges each young woman to attain her full potential. This effort is consistently characterized by respect for the individual, service to the "dear neighbor," academic excellence; preparation for higher education and the empowerment of young women who are inspired to take their places in an ever-changing world. This education promotes the formation and integral development of young women from various backgrounds and cultures and provides opportunities for the development of contemporary leadership while preserving the spirit that has made St. Mary's Academy unique.

Job Summary

Under the supervision and direction of the Director of Facilities, the Front Office Assistant acts as receptionist for the school delivering excellent customer service to all stakeholders. Customer service can be seen through greeting all visitors courteously, determining their needs, checking appointments, and directing or escorting to various locations or staff. This position assures the smooth and efficient operation of student registration and student attendance so that the school office's maximum positive impact on the education of students can be realized. The Front Office Assistant provides the school community with responsible school administrative assistance, which directly supports student learning.

Essential Tasks/ Duties

- Composes documents (e.g., letters, memoranda, bulletins, reports, forms, etc.) for the purpose of documenting events, providing and/or requesting information.
- Coordinates a variety of programs and/or activities (e.g. meetings, after school, site in-service day activities, workshops, travel and accommodations, observations, etc.) for the purpose of ensuring availability of facilities and/or equipment and delivering services in conformance to established guidelines
- Performs a wide variety of administrative work, including typing and word processing, proofreading, filing, recording information and processing and distribution of correspondence.
- Assists with planning school events.
- Attends and participates in assigned meetings and trainings; prepares minutes from notes as required.
- Updates and maintains multiple calendars as assigned; organizes appointments and meetings.
- Greet and receive public, parents, students, vendors, etc. in a courteous manner; monitor all persons entering and exiting the school; maintain visitor log; direct or escort visitors to various locations or staff members; conduct school tours as necessary.

- Assure that excellent customer service is at the forefront of all office staff interactions and that the office is welcoming and supportive of all stakeholders.
- Operate a telecommunications system; receive incoming calls; record information as required; transfer calls to appropriate department/staff; respond to inquiries and/or take messages and distribute to appropriate office/staff.
- Provide administrative support to the Head of School.
- May collect and direct money and funds for various purposes.
- Operate a variety of office machines including computers, copiers and communications equipment.

Job Qualifications/ Requirements

Knowledge of:

- Customer service skills
- Modern office practices, procedures and equipment
- Proper use and operation of a telecommunications system; proper telephone techniques and etiquette
- Letter and report preparation techniques
- Data management; storage and retrieval systems
- Correct English usage including grammar, spelling, punctuation and vocabulary
- Interpersonal skills including use of tact, patience and courtesy

Skills:

- Keyboarding accurately at an acceptable rate of speed
- Operate a variety of office equipment including computers and pertinent software applications, fax machines and copiers
- Document creation including making flyers and other internal marketing materials

Ability:

- Perform responsible clerical and administrative work independently and effectively.
- Analyze difficult and sensitive situations and adopt an appropriate course of action
- Understand and carry out oral and written instructions.
- Assemble and compile data/information and prepare reports
- Maintain complex files and records
- Understand and carry out oral and written instructions
- Operate a variety of office equipment including computers, fax machines and copiers
- Meet schedules and timelines
- Maintain confidentiality and positive attitude at all times
- Perform other job-related duties as assigned.

Education Required: High School diploma

Experience required: One (1) year of school office experience or two (2) years of responsible clerical experience including public contact. Previous experience and advanced education are highly desirable.

Bilingual in English and Spanish is a highly preferred skill for this position

Compensation and Benefits

- Hourly wage based on work experience. Hourly wage: \$18-\$24; position is non-exempt.
- Medical, dental, and vision plan options are covered.
- Retirement
- Faith Opportunities

Interested candidates should submit a letter of intent and resume explaining your desire to join the St. Mary's Academy community. Intent letter and resume should be emailed to swright@smabelles.org.