



CATS Boston
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Head of School: Steven Bliss

JOB DESCRIPTION
Receptionist

Job Title	Receptionist
Line Manager	Executive Assistant to the Head of School
Job Purpose	Provide support to CATS Boston Community including visitors, administration, faculty and student body, organize and manage all aspects of incoming mail and deliveries, answer all incoming calls to the school

Essential Responsibilities

- The Receptionist answers and accurately directs phone calls professionally, greets clients and visitors positively and professionally and contacts CATS employees of visitors' arrival.
- The Receptionist maintains the Welcome Board for announcing school news, manages student sign in/out, manages all visitors' sign ins and performs light word processing and data entry projects as needed or requested.
- The Receptionist may be asked to perform other school support functions including clerical duties as requested or required by others, such as word processing, copying or faxing.

Primary Responsibilities and Duties

Reception Area:

- Answers incoming calls, within three rings, positively, and warmly.
- Accurately directs caller to the appropriate people courteously and professionally.
- Returns to calls placed on hold every 45 seconds, giving the caller the opportunity to continue holding or to leave a message.
- Answers inquiries as needed or directs the inquiry to the person best able to answer.
- Takes and delivers accurate phone messages, with call back numbers, area codes, and names legibly written, and promptly relays messages via email to the proper person.
- Takes accurate contact information for families inquiring about admission to school including parent name, student name and incoming year, mailing address, email address, phone number, how they heard about school, and promptly populates the pipeline and notifies admissions.
- Assemble and maintain an inventory of admissions folders.
- Keeps office and faculty supplies in stock.
- Mail admissions information to families within 24 hours of their initial request.
- Greets incoming clients and visitors in a friendly and positive way, offering to take coats of visiting families. Quickly notifies the person being visited or conducting tours.
- Maintains a neat and tidy reception area, replenishing marketing material, replacing magazines as received, clearing up any clutter on an ongoing basis, and maintains a professional, comfortable general office atmosphere.
- Offers coffee or other refreshments to visitors who are waiting to visit school staff.
- Maintains and updates the Welcome Board to keep announcements current.

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- Maintains the Student Board in cafeteria with student package list

Administration:

- Opens, sorts, separates, and distributes mail neatly and accurately for the school personnel and students according to mail distribution guidelines.
- As time and size of the project allows, stuffs, sorts, and labels outgoing bulk-mail projects.
- May be asked to support various school departments as time permits.
- Actively seeks out and performs other school support functions and performs clerical duties as requested or required by others, such as copying or faxing.
- As needed, assists in preparing and processing bulk mailing projects and other agency projects which require organization and attention to rote details.
- Performs other tasks and duties, as requested or required.

Knowledge, Skills, and Abilities

- High School Diploma or equivalent, computer keyboarding skills, effective communication skills, friendly and outgoing personality, organizational skills, and ability to respond to requests effectively and efficiently.
- Proficient in Microsoft Word, Excel, PowerPoint, and Outlook
- Ability to learn new technology.
- Understands and can perform basic office-practice skills, including filing, light typing, processing and sorting functions.
- Can carry out detailed written or verbal instructions.
- Can add, subtract, multiply, and divide whole numbers, and perform simple calculations involving decimals and simple fractions.
- Ability to file, post, sort, or prepare mail projects. Can copy data from one source to another, obtain information from others, and deliver information to others clearly and accurately.
- Ability to perform 80% sedentary work, exert up to 10 lbs of force occasionally, and exert negligible force frequently, or constantly move objects, including the human body. May be asked to exert up to 20 lbs of force periodically as needed.
- Minimal physical efforts required to perform the position include keyboarding as a repetitive activity, grasping, verbally communicating detailed and important information to others accurately and quickly, stooping, reaching, standing, and lifting light objects under 10 lbs.

Work Environment

- High-pressured, fast-paced environment with significant telephone and personal disruption. Large number of multiple-step projects in complex systems performed with accuracy and speed is essential to the successful completion of tasks.

This job description is intended to describe the level of work required by the person performing the work of the positions and physical requirements normal to the position. Principal duties outlined are the essential responsibilities and duties and other duties may be assigned as needs arise or as required to support principal duties. This description is not intended as a contract and is subject to change and be revised as needs arise.

ADOPTED: July 2016

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