New Summit Charter Academy

TIER 4 • SCHOOL LEADERSHIP

Front Desk / Receptionist

Job Title	**Front Desk / Receptionist**	**Tier**	Tier 4 – Support & Specialized Staff
Reports To	Principal	**Department**	School Leadership
Salaried / Hourly	Hourly	**FLSA Status**	Non-exempt
Annual Days	192	**Pay Range**	$21.00 - $23.00
Supervises	None		

SUMMARY

Serves as the first point of contact for NSCA visitors and families, managing the front desk, visitor safety check-in, and main phone line.

THE 3 C'S IN THIS ROLE

How NSCA's hiring pillars show up in this position. Use these with the interview rubric and in evaluations.

Character	Welcomes every visitor warmly while enforcing safety procedures.
Competence	Handles phones, visitors, and payments accurately.
Consistency	Follows visitor check-in procedures every time, without exception.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements describe the general nature and level of work performed by individuals in this position. They are not an exhaustive list of all duties and responsibilities. Duties may vary based on school needs, and other duties may be assigned.

- Manages the front desk, main phone line, and parent inquiries.
- Checks visitors in and out using the Raptor system.
- Accepts student fees and other payments.
- Manages inter-office mail.
- Supports student daily attendance and illness documentation.
- Manages lost and found as assigned.
- Supports NSCA's mission and performs other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Training

- High school diploma or equivalent required.

Experience

- One or more years of customer service or office experience preferred.

Certificates, Licenses, and Registrations

- None required.

CONDITIONS OF EMPLOYMENT

- Successful fingerprint-based criminal background check (CBI/FBI) prior to working with students, as required for Colorado charter school employees.

- Mandatory reporter of suspected child abuse or neglect under Colorado law (C.R.S. 19-3-304); completion of required reporter training.
- Maintains confidentiality of student records (FERPA) and personnel information.
- Follows NSCA policies, the employee handbook, and the staff code of conduct.

OTHER WORK FACTORS

Physical Demands. While performing the duties of this job, the employee is frequently required to talk, hear, sit, and use a computer. The employee is occasionally required to stand, walk, and lift and/or move up to 25 pounds.

Work Environment. The work environment is a school office with moderate noise and frequent interruptions.

Mental Functions. While performing the duties of this job, the employee is regularly required to use interpersonal skills and is frequently required to compare, analyze, communicate, coordinate, instruct, compute, synthesize, evaluate, and negotiate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

New Summit Charter Academy is an equal opportunity employer. All aspects of employment, including the decision to hire, promote, discipline, or discharge, are based on merit, competence, performance, and school needs. NSCA does not discriminate on the basis of race, color, religion, creed, national origin, ancestry, sex, sexual orientation, gender identity or expression, marital status, age, physical or mental disability, genetic information, pregnancy, veteran status, or any other status protected under federal, state, or local law.

Employee Signature Date

Supervisor Signature Date