



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Receptionist/Administrative Assistant
Reports To: Administrator or Director
FLSA Status: Non-exempt
Prepared By: Human Resources
Approved By: TZ
Prepared Date: 07/2003
Last Revised Date: 5/2016

Summary: Performs receptionist/clerical duties for public school by performing the following duties

Essential Duties and Responsibilities:

- Provide receptionist duties for the front desk of site or program
- Handles questions from public and refers to appropriate program or person
- Process incoming mail
- Schedules conference rooms for programs to be held at Kalamazoo RESA buildings; coordinates equipment, refreshments, registration, and other necessary activities/needs
- Composes, or transcribes from rough draft; correspondence, bulletins, reports and other material
- Regular and consistent attendance
- Other duties as assigned

Must have knowledge of and comply with the policies and procedures contained in the Kalamazoo RESA handbook.

Education and/or Experience:

High school diploma or general education degree (GED) and six months related experience and/or training. Experience with Microsoft Office Suite and experience in customer service.

Certificates, License, Registration:

If applicable

Other Skill & Abilities:

- Provide exceptional customer service
- Ability to communicate effectively including listening
- Works in a team oriented fashion
- Ability to proficiently use computer and applicable software such as Microsoft Office
- Ability to problem solve
- Ability to read, analyze and interpret data
- Maintains confidentiality
- Adapts to frequent changes in the work environment
- Uses equipment and materials properly
- Practices safe work habits

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to reach with arms and hands, stand, walk and sit. The employee must frequently lift and/or move up to ten pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The noise level in the work environment is usually quiet, may be louder during conferences or meetings.

The employee shall remain free of any alcohol or nonprescribed controlled substance in the workplace throughout his/her employment in the District.

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy. Human Resources Director, Tom Zahrt; Assistant Superintendents: Margaret McGlinchey & Laurie Montgomery. Contact information: 269-250-9200, 1819 E. Milham Avenue, Portage, MI 49002.