



Amana Academy Job Description

Position Title: Professional Assistant - Front Office

Location: Alpharetta Campus

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- **Reports To:** Principal or Appointed Designee
 - **Work Schedule:** 184 Days, Full Time Exempt
 - **Department:** Admin/Office Staff
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POSITION SUMMARY:

The Front Office Professional Assistant is responsible for the overall management of the front office. welcoming and assisting visitors and parents, responding to phone calls, and providing administrative support to the school principal. This position responds to general inquiries by providing information relating to school policies and procedures, referring only complex inquiries to the supervisor.

ESSENTIAL DUTIES:

Manages Front Desk:

- Maintains a consistently positive impression of the school by welcoming parents and visitors and responding to their needs quickly
- Answers the telephone in a friendly, courteous and tactful manner
- Screens telephone calls, letters and/or visitors, identifies and provides solutions to routine business matters requiring minimum direction from the supervisor, attempts to resolve complaints in a calm and courteous manner
- Manages routine student procedures such as bus transportation, arrival and dismissal, collection of fees and forms, and attendance tracking
- Monitors inventory of office supplies required for area of responsibility (e.g., photocopy supplies, office supplies, etc.) and orders additional materials as required within budget parameters
- Responsible for safety protocols and procedures in front lobby

Provides High Level Clerical Support:

- Performs various clerical and secretarial support work associated with special projects such as school events, meeting planning, and day to day needs of the Principal and teaching staff
- Maintains the school website calendar to include official business, meetings, conferences, and other events
- Prepares, types, and processes correspondence and other documents to ensure accuracy, completeness, and timeliness. Responds to requests and correspondence on own initiative and as directed by supervisor
- Creates, maintains, and manipulates data (e.g., forms, spreadsheets, databases, graphics, etc.) to gather information and generate reports
- Receives, sorts, and distributes school mail and deliveries in an accurate and timely manner; Ensures that all mail received is forwarded to the appropriate person and/or destination; Collects and prepares outgoing mail for the department
- Maintains school contact lists of all school personnel and all related directories (internal school directory, public staff list, school map, classroom nameplates, etc)
- Maintains Student and Staff identification badges
- Updates and maintains general parent and student information and forms as directed by various departments for distribution in the front office and/or school website
- Assists in arranging school field trips, to include booking events, scheduling transportation and collecting payment and permission forms from parents or guardians
- Schedules and maintains schools shared spaces such as conference rooms, meeting spaces and classrooms, ensuring proper equipment is available and set up as required/requested

Facility Support:

- Maintains current vendor contact information
 - Monitors facility requests from school staff and arranges follow-up action needed, (e.g., repairs, climate control, classroom furniture and equipment requests, etc.)
 - Communicates daily janitorial needs to custodial staff as needed
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MINIMUM QUALIFICATIONS:

- **Education:** High School Diploma or GED required
- **Certification/Licensure:** None required; must be willing to acquire additional training as directed by manager
- **Experience:** Minimum of 3 years clerical/administrative experience required

- **Knowledge/Skills/Abilities:**
 - Proficient in Microsoft Office and Google Suite
 - Must be able to successfully manage multiple tasks, projects, responsibilities
 - Ability to work independently, exercise sound judgment and handle confidential information
 - Excellent organizational skills and customer service skills
 - Excellent communication skills both written and verbal
- **Working Conditions:**
 - Typical office environment
- **Physical Demands:**
 - Routine physical activities of sitting, standing, and walking
 - May have to lift up to 10 lbs

ADDITIONAL RESPONSIBILITIES:

Performs other duties as assigned by the appropriate administrator

BENEFITS:

Amana offers a comprehensive and competitive benefits package for all full time employees including:

- Medical, Dental, and Vision Plans
- Life and AD&D insurance
- Access to additional group term life insurance
- Flexible Spending Account/Dependent Flexible Spending Account
- Access to Voluntary Critical Illness, Short Term Disability, and Accident Insurance
- Access to the Georgia's Teacher Retirement System (Pension Plan)

This document provides descriptive information about the above Amana Academy position. Work actually performed by incumbents in this position may vary. Although this document may be used for recruiting, staffing, or career planning, the information contained herein should only be used as a guideline or recommendation for the content of and qualifications for this position. An individual's ability to meet the qualifications and capabilities described in this document is not a guarantee of employment or promotion. Amana Academy reserves the right to make changes to this document as deemed necessary without providing advance written notice.

Approved by: _____ Title: _____ Date: _____