



NWGA Charter Academy

Job Description

POSITION: RECEPTIONIST

Reports to: Superintendent/Principal

Supervises: NA

Status: Full-Time, Non-Exempt

POSITION SUMMARY

As Receptionist, this position is the welcoming face and voice of the school, serving as the first point of contact for students, families, staff, and visitors. This position ensures the smooth operation of the front office by managing communications, clerical tasks, and visitor management while maintaining a professional, friendly, and efficient environment. The Receptionist supports the administrative and operational functions of the school and upholds confidentiality, professionalism, and customer service in all interactions.

ESSENTIAL ROLES AND RESPONSIBILITIES

Front Office Operations and Customer Service

- Greet and assist all visitors, students, and staff in a professional, courteous, and timely manner.
- Serve as the primary point of contact for incoming calls, emails, and inquiries, routing them appropriately.
- Maintain the visitor management system, ensuring compliance with school safety and security procedures.
- Monitor the front entrance and ensure that all visitors adhere to sign-in/sign-out protocols.
- Support school climate and culture by fostering a positive, welcoming atmosphere for families and guests.
- Provide accurate information regarding school events, schedules, policies, and procedures.

Attendance, Enrollment, and Student Services

- Assist with daily student attendance by managing check-in/check-out logs and verifying parent communication.
- Monitor daily attendance submissions for accuracy and follow up with teachers or families to resolve discrepancies.
- Maintain accurate attendance records and submit updates to the Data Clerk or designated administrator.
- Support compliance with compulsory attendance laws, truancy protocols, and school attendance initiatives.



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- Support health and safety procedures, including calling parents for sick students and coordinating with the school nurse.
- Communicate student needs and updates to teachers and leadership as appropriate.
- Assist with student dismissal, transportation coordination, and early pick-up verification.
- Assist with student registration, lottery, and enrollment verification processes.

Communication and Family Engagement

- Serve as a communication hub between families, staff, and administration.
- Disseminate accurate information to parents regarding events, policies, and announcements.
- Support the preparation and distribution of newsletters, flyers, and parent communications.
- Coordinate translation or interpretation services when needed to ensure equitable access for all families.
- Maintain professionalism and confidentiality when handling sensitive information.

Administrative and Clerical Support

- Provide administrative assistance to the School Leader and staff, including scheduling, copying, filing, and document preparation.
- Manage office supplies, track inventory, and process purchase requests in coordination with the Business Manager.
- Sort, distribute, and process incoming and outgoing mail and packages.
- Assist with new student enrollment and registration by collecting forms and verifying documentation.
- Maintain organized digital and paper filing systems in accordance with school policies and FERPA.
- Support scheduling of meetings, conferences, and events as directed.
- Assist in the preparation of reports, correspondence, and communication materials.

Records Management and Compliance

- Maintain accurate student and visitor records, ensuring compliance with FERPA, state law, and charter school requirements.
- Update student contact and emergency information as directed by the School Leader or Business Manager
- Support the maintenance of employee and volunteer sign-in records and background check documentation.
- Follow school policies for document retention and recordkeeping.



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Safety and Emergency Preparedness

- Participate in safety drills, emergency procedures, and crisis response plans.
- Assist in maintaining updated emergency contact lists and communication logs.
- Alert administration to any safety concerns or security issues observed at the front desk.
- Ensure front office areas remain secure, organized, and visitor-ready at all times.

Confidentiality and Data Security

- Ensure all student information is maintained confidentially in compliance with FERPA and state privacy laws.
- Follow school policies regarding access to, handling of, and storage of confidential data and records.
- Securely manage physical and electronic student records, including file organization and archiving.
- Report any data security or privacy concerns to the Business Manager or Superintendent/Principal immediately.

Perform additional duties as may be assigned or required by the Business Manager, Superintendent/Principal, Governing Board, or applicable federal or state requirements.

PROFESSIONAL/PERSONAL CHARACTERISTICS

Certain professional and personal characteristics are essential for success. The Receptionist/Data Clerk must:

- Demonstrate professionalism, confidentiality, and a welcoming demeanor.
- Communicate effectively with students, staff, and families.
- Exhibit excellent organizational, problem-solving, and multitasking skills.
- Maintain reliability, punctuality, and attention to detail.
- Display initiative, adaptability, discretion, a positive attitude and the ability to meet deadlines under pressure.
- Demonstrate accuracy, organization, and consistent attention to detail.
- Exhibit professionalism, integrity, and discretion in all matters related to student data.
- Communicate effectively with administrators and external agencies.
- Maintain confidentiality and uphold ethical standards in data management.
- Show flexibility, adaptability, and teamwork in a dynamic charter school environment.
- Approach problem-solving with resourcefulness and a commitment to continuous improvement.



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QUALIFICATIONS

Required Credentials

- High school diploma or equivalent.
- Demonstrated experience in a position related to customer service.
- Proficiency in Microsoft Office Suite or preferably Google Workspace.
- Strong organizational and clerical skills, with a focus on accuracy and efficiency.

Preferred Credentials

- Associate's degree or higher in Business/Office Administration, Education, or a related field.
- Prior experience as a receptionist, data clerk, registrar, or administrative assistant in a Georgia public or charter school.
- Knowledge of FERPA, data privacy requirements, and best practices for data security.
- Experience using Infinite Campus, PowerSchool, or comparable SIS platforms.

OTHER REQUIREMENTS

- Maintain confidentiality of student information and comply with all data privacy laws
- Complete a criminal background check and fingerprint clearance prior to employment
- Participate in mandatory training and professional development sessions to include the EL model of the school
- Occasionally work extended hours or weekends during reporting or audit periods
- Exhibit reliability, punctuality, and adherence to all school policies and deadlines
- Adhere to professional dress code and conduct standards

WORKING CONDITIONS & DEMANDS OF THE JOB

Mental and Physical Ongoing Demands: Maintain emotional control under stress; frequent sitting, keyboarding, and repetitive tasks; occasional standing and light lifting (up to 25 lbs).

Mental and Physical Occasional Demands: Lifting and carrying up to 25 pounds occasionally; reaching, bending, and stooping to retrieve or file records; travel to district or state training sessions as required.

Environmental Ongoing Factors: Work primarily in an office environment with frequent interruptions and deadlines.



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Environmental Occasional Factors: Occasional exposure to temperature variations when moving between locations or handling records storage.

WORK SCHEDULE & COMPENSATION

- 40+ hours per week, full-time
- Evening and weekends required
- Non-exempt employee
- Full benefits package
- 195 day calendar
- Salary commensurate with experience