



monarch school
education. opportunity. transformation.

Monarch School Project Receptionist Job Posting

The mission of Monarch School is to offer exceptional educational opportunities to youth experiencing homelessness. We aim to be the model for how best to support students to thrive in school and in life. We do this by fostering student growth along four pillars: academic, emotional, social, and life skills. Monarch School is a K-12 public school providing more than 300 students daily with a WASC-accredited education, mental health support, social engagement opportunities, college and career preparation as well as basic necessities. Monarch School is a public-private partnership between the San Diego County Office of Education and the nonprofit, Monarch Schools Project (MSP), a 501(3) corporation. For more information, please visit www.monarchschoools.org.

Position Summary

The Receptionist at Monarch School Project is the face and voice of the visitor's first experience as they enter our school. This impactful position is responsible for creating a welcoming and safe environment for all who visit. The duties will be administrative in nature; however, critical customer service skills will be required to manage and maneuver through the day-to-day interruptions, and fluctuating priorities and projects that will arise.

Duties & Responsibilities

- Welcomes Monarch visitors (donors, parents, students, community partners and volunteers) cordially, determines the nature of business, direct and announces visitors to appropriate personnel/department, and ensure they sign in.
- Retrieves messages from voice mail and forwards to appropriate personnel.
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate staff; respond to administrative requests from MSP employees and visitors.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Coordinates laundry and shower schedules for students and parents.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Maintains and updates student photo release information, emergency cards and student contact list.
- Creates and distributes school flyers as necessary.
- Sorts and distributes incoming mail; assist with organization and distribution of incoming packages.
- Works to keep the atrium clear of alumni, parents and students during regular school hours.
- Provides parent transportation day passes as needed.
- Provides written and oral Spanish translation for students, parents and staff as needed.
- First notification to first responders i.e. Ambulance, paramedics, fire, and police.

- Manage and oversee activities in the Parent Resource Center, ensuring that the resource materials are kept current and relevant.
- Exemplify Monarch's Core Values of Community, Relationships, Strength and Healing
- Serve as a role model to students by setting the highest standards of professional and personal conduct, honesty, integrity and ethical behavior and ensuring that "Students Come First" at all times.
- Protect students' rights, safety, health, privacy, welfare, and best interests at all times.
- Maintains employee and department directories.
- Creates and updates monthly school wide activity calendars along with monthly parent/caretaker calendar.
- Implements proper health screens to all visitors entering the front door.

Preferred Skills

- Track record of successful management of a high-volume reception area.
- Excellent written and oral communication skills.
- Ability to multi-task and manage priorities and workflow.
- Strong organizational, problem-solving, and analytical skills.
- Acute attention to detail.
- Ability to work independently and as a member of various teams.
- Highly proficient with office technology (Microsoft Office) and Google Suite
- High school diploma is required, and 2 years of related experience is preferred.
- Spanish bilingual required.
- A valid California driver's license is required.

The employee is frequently required to sit; stand; perform repetitive motion using a keyboard and mouse, use eyes frequently for computer use; must occasionally be able to lift and/or move up to 20 pounds. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk; climb or balance; stoop, kneel or crouch.

Compensation

The hourly rate will be \$15 -\$18 dollars an hour, M-F.

Status

Job Type: Full-time, Nonexempt

Application Process

The application period is open until the position is filled.

Please put the title of the position in the subject line, and email resume and cover letter to HR@monarchschoools.org.