

# New Heights

**JOB TITLE:**

Campus Receptionist

**REPORTS TO:**

Campus Manager

**TO APPLY DIRECTLY WITH NEW HEIGHTS, PLEASE VISIT:**

<https://fs20.formsite.com/yNVh1M/u7nq5ocd65/index>

**SALARY:** From \$35,000.00/year; 12-month position; Hourly

**COMPANY:**

Established in 2023, New Heights is an authorized public high school for people 18-50 that has been created to drive multigenerational transformation through lifelong learning and economic independence. Founded by the original experts in adult education in Texas, New Heights provides a new experience for Texans who want to re-engage in their educational journey now that a high school diploma (not a GED), career education, and access to college are more accessible.

The mission of New Heights is to rapidly increase opportunities for marginalized communities by connecting individuals with relevant and impactful high school education, career and technical training, college pathways, and jobs in an environment designed specifically to meet the responsibilities, challenges, and whole person needs of adult learners ages 18-50. New Heights is a collaborative and welcoming learning environment that respects a student's experiences, life circumstances, and goals, providing them an opportunity to develop their own pathway, co-create with peers and teachers, and become more prepared for a career or college.

**POSITION SUMMARY:**

The Campus Receptionist is a vital role for the launch of New Heights and is responsible for the first impression of New Heights to prospective students, visitors, staff and community partners. The primary role of the Campus Receptionist is to serve as the first point of contact for all campus visitors. This position will also assist the Campus Manager and Chief Academic Officer with detailed and varied clerical duties primarily related to school data. The Campus Receptionist will assist with the efficient operations of the campus office, collect appropriate documentation of all visitors for the Raptor system to ensure the safety of the campus, staff and students, assist with school safety training, resources, and compliance with state school safety requirements, and maintain a professional working environment. The position involves initiative and flexibility in greeting and working with students, staff, district leaders and staff, vendors and community organizations and maintains a collaborative spirit with a student-centered approach. On occasion, this position may assist with hosting tours and events to secure community partnerships that will assist in the growth and development of New Heights. The position will collaborate with the Chief Academic Officer to ensure alignment with campus needs and remains aligned with the New Heights Board, Superintendent and District priorities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Establish a clear vision of the New Heights visitor greet and screen process with efficient systems in place to receive visitors and maintain a safe and secure campus.
- Greet and provide campus access to enrolled students, staff, and TCC visitors and staff with approved school access.
- Provide information to interested parties in a timely manner (application/enrollment, school events, New Heights certification programs, general information, etc.).
- Screen and direct phone calls and visitors to the appropriate party.

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- Process mail (i.e., read, sort, and distribute incoming mail, direct outgoing mail, etc.).
- Assist with tasks related to new student orientation (assisting with school applications, creating badges and photocopying documents).
- Assist with a variety of data entry tasks related to student data, including attendance corrections, testing history, PEIMS data, at-risk, special programs, etc.
- Assist with the organization and maintenance of files relating to staff, students and student data.
- Perform routine data entry and clerical tasks.
- Provide work-related information in a timely manner to other employees, supervisors, volunteers, and when appropriate, visitors and students.
- Ensure accessibility and engagement for incoming students with consideration of special population needs.
- Provide assistance to campus registrar and campus manager as needed.
- Approach all prospective students with respect of the varying levels of educational attainment and the previous education experiences they have experienced.

### **OTHER DUTIES AND RESPONSIBILITIES:**

- Assist school teams with outreach efforts and community integration events throughout the school year (periodically at nights and on weekends)
- Maintain confidentiality of information.
- Comply with policies established by federal and state law, State Board of Education rule, and local board policy.
- Attend meetings as scheduled.
- Collaborate with the School Registrar and Campus Manager to provide input on successful practices of New Heights and areas for growth.
- Foster a spirit of collegiality with all teams throughout New Heights.
- Encourage the active involvement of all team members in the decision-making process.
- Effectively communicate expectations of high-level performance to staff while supportively holding team members accountable to the spirit of New Heights.
- Celebrate staff achievements of a successful recruitment process.
- Practice the effective and quick resolution of conflicts among team members.
- Comply with policies established by federal and state law, including, but not limited to, State Board of Education and New Heights Board policy.
- Perform other duties as assigned to support the success of New Heights.

### **SUPERVISORY RESPONSIBILITY:**

This position does not have supervisory responsibilities.

### **REQUIRED QUALIFICATIONS & EXPERIENCE:**

- High School Diploma.
- Two years of related receptionist, front office or school office experience.
- Must have working knowledge of navigating computer programs and the ability to access internet applications such as Student Information Systems (Ascender), Microsoft Office Products (Word, Excel, Powerpoint), Google Applications (Gmail).
- Ability to influence a proactive and solution-focused office atmosphere, focused on a positive first impression for all guests, students, staff and community partners.
- Strong sense of professionalism, administrative ability, an understanding of developing adult relationships, building trust while utilizing socioemotional approaches, and effective communication/interpersonal skills with adults seeking a return to the educational environment.
- Must possess superior verbal and written communication skills and be self-motivated and willing to be a team player.

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- Must be adaptable to shifting priorities, maintain a positive learning environment and have the ability to embrace change positively while managing a workload independently.
- Detail-oriented and have a passion for accuracy.
- Exhibit respect for diversity of thought and have experience to advance it at New Heights.
- Must pass a criminal background check and complete fingerprinting requirement.

### **PREFERRED QUALIFICATIONS & EXPERIENCE:**

- Some college experience.
- Experience working with high school students in urban, non-traditional, and/or adult education setting.
- Bilingual in Spanish.

### **BENEFITS:**

- Teacher Retirement System
- Annual paid time off
- Health Benefits
- FSA
- Life Insurance

### **COMPENSATION & SCHEDULE:**

- Based on experience and qualifications.
- This is a 12-month position. State and Federal Holidays; School Breaks; PTO.

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### **NOTICE:**

All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, disability, veteran status, age, marital status, pregnancy, genetic information, or other legally protected status.

New Heights is a public school and post-offer background check and fingerprinting is required to ensure the applicant meets all eligibility requirements for the position.

*By signing below, I acknowledge that I have received a copy of this job description. I further acknowledge that I am able to perform the essential duties and responsibilities of the position with or without reasonable accommodations.*

*Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

\_\_\_\_\_

Name

\_\_\_\_\_

Date