

Receptionist

CHAMPIONS ACADEMY / POSITION DESCRIPTION

Program	Champions Academy Afterschool and Summer
Employer	Excel Community Association of Alamance Inc
Reports to	Program Director with daily operational coordination by Operations Manager
Employment	Part time and grant funded; hours assigned by season
Compensation	Per approved offer and budget; not established by this draft
Budget role	5350.110.151

Position overview

Provides secure front-desk, telephone, visitor, arrival/dismissal, and routine family-information support so detailed administrative records work can continue separately.

This description consolidates the responsibilities found in the reviewed program records and assigns their practical implementation. It covers both seasons, including preparation and closeout. It is a review draft; ECAA approval and current grant requirements govern adoption.

Key responsibilities

Reception and routine information

- Answer and route telephone calls, record messages accurately, greet families/visitors, and provide approved routine information about hours, applications, schedules, events, and procedures.
- Monitor reception and entry, follow visitor identification/sign-in procedures, and direct visitors to authorized staff. Report unauthorized access or security concerns promptly.
- Receive and distribute incoming mail/materials and support approved outgoing notices. Maintain a professional, welcoming reception area and accessible program information.
- Protect personal contacts, confidential student/personnel information, and staff schedules/whereabouts. Take and route messages rather than disclose information without authorization.

Student arrival release and transportation records

- Maintain visitor, late-arrival, early-pickup, authorized-release, dismissal, and transportation-change records. Record actual times and provide source documentation to the Administrative Assistant for reconciliation.
- Verify photo identification and approved pickup authorization before release. Locate the student through the assigned staff and document handoff; do not release when identity or authorization is unresolved.
- Receive routine transportation/attendance changes, document them, and relay them promptly to the Operations Manager and appropriate records staff. Do not independently approve route/address or custody changes.
- Escalate unexpected absences, missing students, conflicting instructions, impaired/unsafe pickup concerns, delays, and disputes. Maintain supervision and secure entry while leadership resolves the matter.
- Support emergency reunification identification/sign-out under the posted plan and assigned instructions; use current rosters and authorization records.

Office coverage and event support

- Coordinate breaks, absences, and peak arrival/dismissal coverage with the Administrative Assistant and Operations Manager; ensure a documented handoff of pending safety or family matters.
- Receive routine family inquiries and route substantive academic, behavior, financial, complaint, and safety discussions to an authorized leader; do not independently conduct those discussions.

- Provide approved reminders, sign-in materials, directions, and routine event/transportation information; assist family orientations, education sessions, staff meetings, and showcases as assigned.
- Support forms, copying, file organization, and other assigned office tasks within training and authority; maintain confidential records securely and pass completed documentation to its designated owner.
- Complete accurate timesheets and assigned training; support summer arrival, field-trip traffic, early pickup, and closing documentation within the approved coverage schedule.

Shared staff responsibilities

- Follow ECAA policies, the approved grant design, assigned schedules, nondiscrimination requirements, and role-specific directions. Perform other assigned duties that support Champions Academy and are appropriate to the position.
- Complete required onboarding, background-check clearance, handbook and emergency-role acknowledgments, meetings, professional development, and performance reviews. Submit credentials and renewal information; report changes affecting eligibility through the required process.
- Record all actual work, including preparation, training, documentation, and closeout, on weekly timesheets and required Time and Effort records. Identify grant and non-grant activities accurately; submit records for independent approval. Do not charge unrelated work to the program.
- Protect student, family, personnel, and financial information. Use authorized systems and individual credentials; secure paper files, devices, and grant property. Report breaches, loss, theft, damage, and inappropriate technology use promptly.
- Know and practice the posted ECCO evacuation, shelter, lockdown, lockout, medical-emergency, missing-child, and reunification procedures. Participate in assigned drills; maintain accountability and supervision whenever responsible for students.
- Report suspected abuse or neglect directly to the appropriate authorities without waiting for internal approval, then notify leadership as required. Report misconduct, conflicts, fraud, or safety concerns through the established process; uphold whistleblower protections.

Qualifications

- Proposed qualifications for ECAA approval: high-school diploma or equivalent; front-desk/customer-service or administrative experience desirable.
- Clear telephone and interpersonal communication, reliable documentation, basic office-system skills, discretion, and ability to follow secure-entry and student-release procedures.
- Ability to coordinate calmly with families and staff during arrival, dismissal, and emergency situations.

Work schedule and environment

Work is assigned at the Ebenezer and ECCO campus, 734 Apple Street, Burlington, North Carolina, and at approved off-site activities as relevant to the role. Afterschool planning uses 3:00-6:00 PM on full ABSS student days; Summer 2027 planning uses 8:00 AM-5:30 PM. Preparation, meetings, family events, training, and closeout may occur outside student-service hours. Follow the current approved calendar and assigned coverage; a budget allocation is not a promise of hours.

Budget narrative reference: 20 hours/week for 40 academic-year weeks; 25 hours/week for 7 compensated summer weeks.

Performance and required work products

Performance review covers assigned duties, work products, documentation, safety, confidentiality, attendance, teamwork, and compliance. Retain required plans, logs, approvals, reports, and supporting records. Participate in annual and summer/end-of-assignment evaluations, corrective steps, and follow-up.

ECAA is an equal opportunity employer. Duties will be assigned within the employee's qualifications, training, and applicable accommodations.