

## **Elementary guest secretary duties**

- Take phone calls from parents calling in absences and make a list or put in IC
- Greet parents and students who come in to the school with questions or who need help
- Assist with injured students, i.e. Band-Aids, ice etc. (Anything of a serious nature should be taken care of by the secretary or nurse)
- Parents may need to be contacted to pick up ill students
- Complete any work the absent secretary has left for you
- You may or may not have recess or cafeteria duty. Please be flexible.
- Issue tardy slips to late students
- Take phone messages for staff members or transfer to voice mail when appropriate
- Take phone messages for students to be given before the end of the day

## **Secondary guest secretary duties**

- Answer multiple phone lines.
  - Direct calls to appropriate person
  - Direct calls to voicemail
  - Help parents with questions or direct to appropriate person
  - Friendly and professional telephone voice
- Greet visitors, parents and students in the main office
- Be able to multi task between visitors and phone calls
- Get nurse for students visiting health room
- Be friendly and professional at all times

## **All guest secretaries should have the following skills**

- Working knowledge of basic office equipment to include but not limited to:
  - Copy machine
  - Fax machine
  - Shredder
- Knowledge of proper filing methods
- Knowledge of business telephone etiquette
- Confidentiality

## **Basic Business Telephone Etiquette**

- Answer calls by the second or third ring.
- Smile when you answer your calls. Even though the caller can't see it, they'll hear the smile in your voice.
- Make sure you speak clearly and identify yourself.
- Use a "telephone voice" in which you control your volume and speed. Always use a pleasant, congenial and friendly tone.
- Never eat, drink, or chew gum while you are on a call.
- Always have something available to write with.
- Before placing a caller on hold, ask their permission first and thank them.
- It is better to return a call than to keep someone on hold too long. If the phone rings back to you, you've kept them on hold too long.
- Practice good listening skills.
- If there is a problem, be concerned, empathetic, and apologetic.
- Never be rude to a caller, no matter how nasty they are. Always remember to handle yourself in a professional, business-like manner. This includes handling the situation in a calm, cool manner. If a caller becomes abusive, have an Administrator take the call.
- Learn how to handle several callers simultaneously with ease and grace.
- When you take a call, turn away from your computer, desk, and other work. Don't allow other distractions to take your attention away from the caller.
- Always get the best number (and an alternate) and the best time to have a call returned to the caller.
- Always hang up the phone gently.
- If you are approached while on a call, always acknowledge the person with a nod or gesture to let them know you will be right with them.