



## Guest Relations Support Job Description

**Mission:** At Triad Baptist Christian Academy, it is our desire to assist and support the parent in laying a foundation that will help each child choose Christ as their personal savior, increase in academic knowledge with a Christian worldview, and develop talents according to his or her God-given potential.

**Primary Purpose:** To carry out the mission of Triad Baptist Christian Academy by providing a classroom environment that promotes spiritual and academic growth; to motivate students to develop skills, attitudes, and knowledge necessary for success in the class; to establish good relationships with parents and other staff members; to stay current with best practices in education which is relevant to the grade and/or subject being taught.

### **Spiritual and Educational Job Requirements:**

- A calling to Christian Education.
- Agrees and signs TBCA Statement of Faith.
- Must be an active member of a local church whose doctrinal beliefs and practices are in agreement with the TBCA Statement of Faith.
- High School graduate
- College-level training preferred.
- Prior school environment experience preferred.
- Prior customer service/hospitality experience.
- Proficient in Microsoft Office and the Google Suite.

### **Professional Requirements:**

- Genuine love for and desire to work with parents and their children.
- Strong communication skills (both oral and written).
- Ability to work in a multi-task environment.
- Strong administrative and organizational skills.
- Initiative, foresight.
- People-oriented, team player.
- Basic secretarial skills: copier, phone, filing, and printers.
- Creative.
- Detail-oriented and able to handle multiple projects simultaneously.
- Strong social media technology knowledge.
- Ability to learn new software applications.
- Ability to work independently.
- Flexible and able to multitask.
- Eligible students are required to attend TCBA.

**Supervisor:** Academy Executive Assistant

### **Personal Conduct:**

- Maintains a close personal walk with the Lord, evidenced by his/her example and spiritual leadership among peers and with students, serving as a Christian role model.
- Conduct self in a professional manner at all times. Conduct self in word, deed, and attitude that are consistent with the current mission, philosophy, and goals of the school.
- All information regarding staff, children, and their families shall be kept strictly confidential.
- Maintains a professional image and a neat and well-groomed appearance; wears a staff school badge.
- Report absence due to illness and emergencies to the Headmaster.
- Schedule vacation days in advance so that adequate backup and supervision can be made available.
- Follow all policies and procedures of Triad Baptist Christian Academy.
- Serve in the ministry as a team player, striving for unity in spirit and action.
- Speak with a united voice in support of final decisions made in the best interest of the school and its programming, regardless of differences of opinion.
- Handle conflicts by prayerfully seeking a solution, speaking directly to others involved with understanding and mutual respect, and not participating in gossip or public criticism of people, programs, or policies.
- Maintains professional conduct and attitude when interacting with children, parents, coworkers, church staff, church membership, visitors, and the community-at-large.
- Observes the Matthew 18 principle in conflict resolution. Avoids a negative critical spirit. Take problems to the appropriate administrator as necessary.

### **Professional Development:**

- Community CPR/First Aid certification
- Fire Safety Training
- Intruder Training

### **Essential Job Functions:**

#### **General**

- Greets guests positively both in person and on the phone.
- Assists parents and staff with their requests.
- Provide customer service for the Academy by answering phones and greeting guests.
- Alerts the Office Manager and Headmaster of any parents' issues that may arise.
- Manage Academy attendance daily.
- Trains teacher assistants to perform first aid on students.
- Assists in maintaining copiers and trains teacher assistants to maintain copiers.
- Call the parents of sick students.
- Monitors parent and visitor sign-in/out.
- Monitors security of the school, including but not limited to, visitor/vendor check-in, locking/unlocking doors, and maintaining a visual on door entrances.
- Communicates changes within the office to better serve our staff and parents.

- Perform other duties as assigned by TBCA administration.

**Physical Demands:**

- Able to interact (stoop, bend, crouch, lift, hold) on a child's level.
- Able to handle in a positive and productive way the stress, tension, noise, and interpersonal conflicts that can arise when dealing with both adults and children.
- Able to physically and mentally react immediately to unexpected circumstances.
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Printed Name

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Signature

\_\_\_\_\_  
Date