



School Receptionist

FORWARD Girls Leadership Academy

Cleveland, Ohio

Reports to: *Executive Assistant /Head of School*

Position Summary

The School Receptionist at FORWARD Girls Leadership Academy is the welcoming face and organizational anchor of the school's front office. This role plays a critical part in shaping first impressions, maintaining safety, and ensuring smooth daily operations. The Receptionist is often the first point of contact for students, families, staff, visitors, and community partners.

More than a front desk role, the School Receptionist is a culture carrier—modeling professionalism, warmth, and excellence while supporting the school's mission and values. This position requires strong interpersonal skills, attention to detail, discretion, and the ability to remain calm and solution-oriented in a fast-paced, student-centered environment.

The ideal candidate is organized, friendly, emotionally intelligent, and passionate about supporting young people and families in a mission-driven school community.

Core Responsibilities

Front Office & Guest Experience

- Serve as the first point of contact for all visitors, students, and families.
- Greet guests with professionalism, warmth, and clarity.
- Manage visitor sign-in, identification, and security protocols.
- Ensure the front office is welcoming, organized, and professional at all times.
- Direct visitors to appropriate locations and staff members.

Communication & Phone Support

- Answer and route incoming calls promptly and professionally.
- Take and relay accurate messages to appropriate staff members.
- Support schoolwide communication by distributing messages, notices, and information as needed.
- Maintain confidentiality and discretion in all communications.

Student & Family Support

- Assist students with basic needs throughout the day (late arrivals, early dismissals, passes, etc.).
- Support families with questions, directions, and general school information. Serve as a calm, supportive presence for students and families entering the building.

Attendance, Records & Documentation

- Support daily attendance tracking and documentation.
- Maintain accurate visitor logs and front office records.
- Assist with filing, scanning, and document organization.
- Support compliance with school safety and reporting procedures.

Operations & Administrative Support

- Support staff with light administrative needs as assigned.
- Assist with scheduling, logistics, and event coordination.
- Maintain front office supplies and organization systems.
- Support schoolwide events, family meetings, and special initiatives.

Qualifications

Required Qualifications

- High school diploma or equivalent.
- Minimum of 2 years of experience in reception, customer service, or office support roles.
- Strong interpersonal, organizational, and communication skills.
- Ability to manage multiple priorities with professionalism and composure.

- Strong attention to detail and follow-through.

Preferred Qualifications

- Experience working in a school or youth-serving organization.
- Familiarity with Google Workspace or similar digital tools.
- Experience working with families and community members.
- Bilingual or multilingual abilities (preferred but not required).

Core Competencies

- Professional communication and customer service
- Organization and time management
- Calm, solution-oriented mindset
- Emotional intelligence and relationship-building
- Discretion and confidentiality
- Multitasking in a fast-paced environment
- Dependability and consistency

Why Join FORWARD

The School Receptionist at FORWARD Girls Leadership Academy plays a vital role in shaping the daily experience of students, families, and staff. This is a front-facing, mission-critical position that helps set the tone for the entire school community.

This role offers the opportunity to be part of a bold, purpose-driven school that centers leadership, belonging, and excellence for girls. If you are someone who values meaningful work, relationships, and positive impact, FORWARD is the place for you.