

Greensboro Academy Front Office Volunteer Expectations

Thanks for volunteering to help out our front office. Your help is critical to our front office staff and can really make the day more productive for each of them. As a volunteer for the front office at Greensboro Academy, you will be the first face for our parents and guests to meet when they arrive at our school. It is expected you act in the utmost professional and courteous manner. Any information you come across during your time volunteering should be considered confidential and treated as such. While you are volunteering, here are some things you may need to know and you should know how to do:

- Receive our Guests
 - Ensure all visitors sign in
 - Ensure all visitors receive a visitors tag
 - Assist with contacting person visiting if appropriate
 - Take messages as necessary
- Answering Phones
 - Answering questions from prospective parents
 - Taking messages for staff/teachers
 - Getting messages to children
 - Remember, all teachers have an email. Please see if that is a route your caller can take.
- Receiving Packages
 - Sign for packages from Fed Ex, UPS, etc.
 - Be sure to note what package is, when received and notify office personnel when they return that you received a package.
 - Many parents will bring children their lunches/snacks. Please keep the lunch/snack at the office and call student to come get, do not send parent to classroom.
- Run Quick Copies for Students/Teachers that come to Office
- Receive Sick/Injured Children
 - Calm Down
 - Determine illness/injury
 - If injury, clean wound, get icepack, determine if need for additional first aid. Most of the staff has been taught first aid so they can assist if need be.
 - If illness, take temperature, ask where hurting, ask about siblings (if they have been sick), check with front office staff if this is a chronic office visitor or could they really be sick.
 - Document result/send back to office/call parent
- Other Miscellaneous Office Help
 - Stuff Envelopes as requested by Ms. Ladew, Ms. Sahol or Ms. Caputo
 - Perform data entry
 - Retrieve phone messages
 - Fold letters
 - Crate Milk if needed

- Make lunches if needed
 - Receive “forgotten” lunches and post
- Receive documents from parents and route appropriately:
 - Boosters
 - Lunch Forms
 - Student Pupil forms
 - Class Photo Money
 - Other