



OFFICE OF HUMAN RESOURCES

Job Information	
Job Title: <i>Associate I, Welcome Center</i>	Last Revised/Approved: <i>05/2018</i>
Job Code:	Reports To: <i>Director I, Business & Community Partnerships</i>
Office: <i>Office of the Chief of Staff</i>	Department: <i>Community Partnerships</i>

Compensation Information	
Pay Grade:	Pay Range: \$
FLSA Status: Exempt	Term of Employment: FT

Position Summary/Purpose:

Provides exceptional customer service in welcoming, assessing and appropriately responding to the needs of Welcome Center visitors who will primarily be current and prospective MPS families and students.

Core Competencies:

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

Essential Functions:

An essential function is a duty or responsibility that is fundamental to the job — a critical, or basic component of that job. An essential function cannot or should not be assigned elsewhere.

Note: An Essential Function must meet the following criteria:

- ✓ *Does the job exist to do this function?*
- ✓ *Would taking this function from the job fundamentally change the job?*
- ✓ *Would there be significant consequences if this function were not performed?*
- ✓ *Can other employees do this function if necessary?*
- ✓ *How much time per week is spent doing this function?*
- ✓ *Do people in similar positions elsewhere do this function?*

- Greets, registers and appropriately assesses and responds to the needs of Welcome Center guests.
- Ensures that all visitors' entrance and exit is properly recorded in the Welcome Center Visitor Management System or Raptor Visitor Tracking System.
- Ensures that all visitors are quickly and efficiently assisted and engages the support of other district personnel when necessary to avoid unnecessary delays in services provided to Welcome Center guests.
- Engages with MPS families by providing service in the areas of Parent Portal Account Creation and Password Resets, Complaints and answers general questions regarding Enrollment, Transportation, Specialized Service Referrals, Summer School and Recreation Programming.
- Maintains Welcome Center supplies by working with the Department of Business, Community & Family Partnership administrative assistant.
- Ensures that the Welcome Center is kept clean and all equipment clean and in working order by working with building service helpers and technology as appropriate.

- Provides exceptional customer service through positive communication and fostering a welcoming environment.
- Actively supports the MPS Strategic Plan.
- Performs other duties as assigned.

Job Requirements:

Education Requirements:

- Bachelor's degree in business, communications, marketing or related area, a master's degree is desired.

Experience Requirements:

- Previous experience working in a high-volume, customer focused environment is required
- Demonstrated proficiency using Microsoft Word, Excel and Outlook
- The ability to read, write and converse fluently in Spanish is desired
- ***Education and Experience can be considered***

Knowledge, Skills and Abilities:

- Excellent oral and written communications skills are required.
- Must be able to work independently, taking tasks through to completion.
- Must be comfortable with all levels of staff and be able to establish relationships with a diverse group of individuals.
- Must be able to work independently.
- Must be able to handle multiple deadlines and tight time constraints.
- PC experience with advanced spreadsheet and database expertise is required.
- Familiarity with Infinite Campus, Parent Dispute Resolution System, TRIP and other applicable district programs is desired.

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Typical office or school environment
- Position may be required to work additional hours, outside of the normal business day as a regular part of the job

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

Equal Opportunity:

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Resources.