

**FRONT OFFICE ADMINISTRATIVE ASSISTANT**  
**LOUISVILLE COLLEGIATE SCHOOL**

**REPORTS TO:**

Associate Head of School

**PRIMARY RESPONSIBILITIES:**

The Front Office Administrative Assistant (FOAA) welcomes all to campus. This individual is stationed at the school's main entrance, and students, families, faculty, staff, visitors, and vendors regularly interact with the FOAA. The person in this position must value relationships, appreciate the ebbs and flows of work volume that come with this position, enjoy being the main point of connection and reference for anyone who comes through the door or calls on the phone, and, most importantly, ensure that all who come to campus feel a genuine sense of welcome and belonging. Additionally, the FOAA works closely with the Head of School's office and the entire administrative team to support school-wide or department-specific projects.

The FOAA is responsible for, but not limited to, the following:

- Enthusiastically welcome and greet all who enter the main office of our campus
  - Screen visitors and vendors through our Raptor system (sex offender registry)
  - Direct guests to various areas on campus
- Oversee and answer a multi-line phone system with confidence and compassion:
  - Direct all incoming calls and give information as requested
  - Assist faculty, staff, and administration with the use of the phone system
  - Work with the Director of Technology to troubleshoot any issues with the phone system
  - Make necessary calls for repair and service of the system
- Process incoming and outgoing mail deliveries
  - Process incoming and outgoing mail
  - Maintain postage machine and the necessary supplies
  - Receive and record funds for
  - Receive deliveries and prepare packages for pickup via FedEx, UPS, USPS, and other carriers.
- Coordinate transportation for all field trips (vans, buses, and motor coaches) by scheduling drivers for school vehicles or arranging for outside transportation
- Support business offices by ordering paper and other office supplies
- Administrative support for the Associate Head of School and the Head of School's Office
- Manage approvals and coordination of space requests utilizing the software system
- Assist in the execution of designated events for administrative departments
- Upload and maintain athletic events on the school's website

- Create and manage ticketing for school performances, which requires working with the drama and advancement departments
- Play a critical role in safety processes and protocols; responsible for carrying out various duties related to our various emergency responses

**REQUIRED KNOWLEDGE, SKILLS, AND EXPERIENCE:**

- Strong interpersonal skills and the ability to communicate
- Growth mindset--flexibility, optimism, initiative, creativity, and high expectations
- Positive working relationships with colleagues, students, families, and the community
- Strong organizational skills that reflect the ability to perform and prioritize multiple ongoing tasks
- Excellent communication skills both written and oral
- Proven ability to handle confidential information with discretion and to demonstrate the highest level of customer/client service and response
- Ability to exercise good judgment in a variety of situations
- Ability to meet deadlines
- Ability to work independently and be proactive in problem-solving
- Ability to use and integrate technology into all aspects of the work
- A collaborative spirit when working with all other administrative offices
- Ability to use a wide variety of technology or an eagerness to learn

**ADDITIONAL RESPONSIBILITIES AS REQUIRED:**

- Support the school, its mission, and its leadership; and,
- Perform other duties as assigned by the Associate Head of School

*January 15, 2026*