



**BRADFORD COUNTY  
SCHOOL DISTRICT**

*Believing. Achieving. Excelling.*

## **FRONT DESK OPERATIONS**

**7:00 am (During the summer) 8:00 am (During the school year)** - Turn the lights on (there are two light switches, one right next to the front door and the other is right next to the front desk. We do not use the light switch next to the corkboard, the light is far too bright.), open the blinds by using the tilt wand, open the front door (the door stays locked, but put "The Lockdown Magnet" over the door latch. That way visitors can still come in, but in case of an emergency, the magnet can be removed and the door is automatically locked.)

**After "Opening" Front Office -**

Log into the computer with the front desk login.

Login: frontdesk

Password: Bdofd2018

**Check the voicemails.**

-Press the voicemail button (looks like an envelope and should be labeled).

-Input voicemail pin 654321#

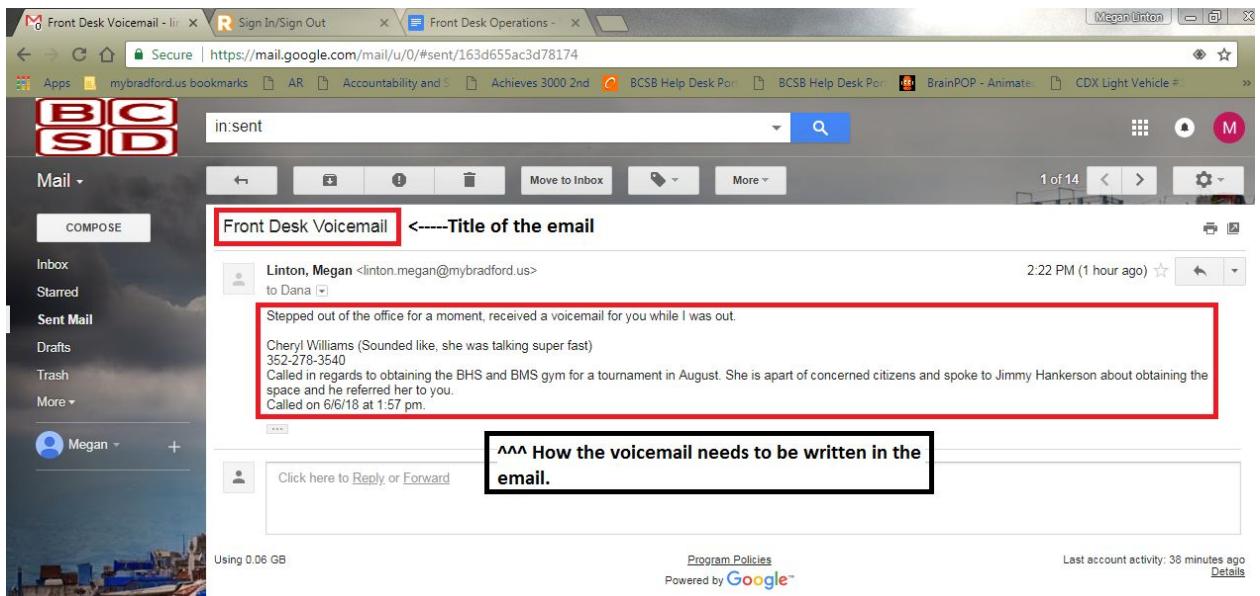
-After the greeting plays, press 1 to listen to voicemails if any. (Use a notepad to write down who called, why they were calling, who they were trying to reach, their callback number, and when the message was received.

**What to do with the voicemails.**

If they were any voicemails, open up <http://www.gmail.com>, login into gmail with the front desk login listed above ^. Send an email to anyone who received a voicemail, with the information you wrote down. Their email would be [lastname.firstname@mybradford.us](mailto:lastname.firstname@mybradford.us)



## **For example:**



## **Throughout the Day -**

### **1. Answer the phones**

-Standard greeting “Good morning/afternoon, Welcome to Bradford County Schools, this is \_\_\_\_, how may I help you?”

(Phone guide/cheat sheet on separate document).

### **2. Respond to emails**

-If response is needed immediately or that day, try to assist the best as possible.  
-If response is not needed in a urgent manner and can wait, respond “The IT Administrative Secretary is currently out of the office but she will respond in a timely manner upon return.”

### **3. Sign In Visitors**

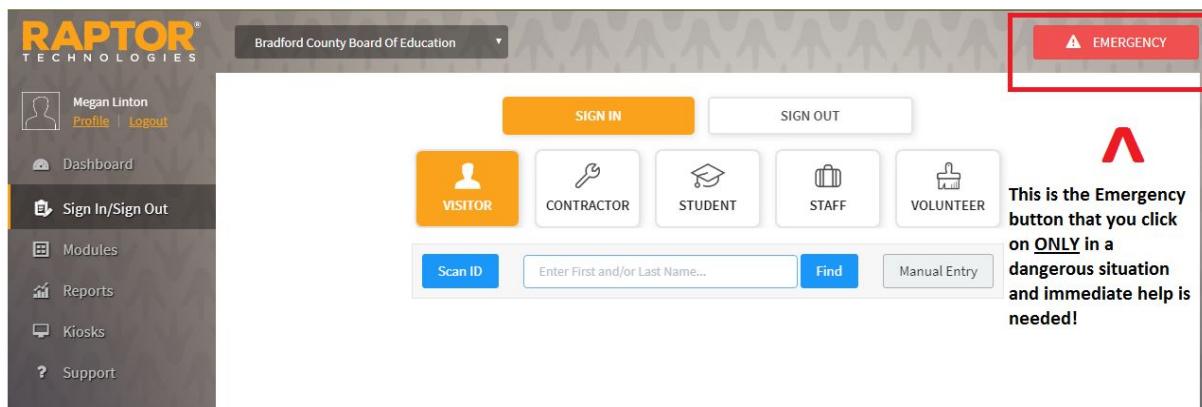
**Ask for ID when signing in visitors.** We use what is called the “Raptor” system. The Raptor system scans a visitor’s driver’s license and performs a background check on the visitor through the system. There will be a login for the front desk to use the Raptor system. Check with IT Director about Raptor login credentials.

**If everything comes out normal**, it will have you input where the visitor will be going to on campus. After inputting the destination, click on the “submit & print” button. The label printer on the desk will print out a visitor badge.



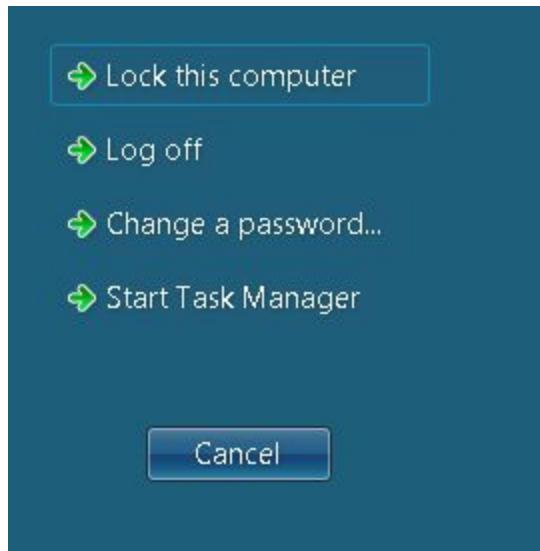
**IF the background check picks up an ALERT**, the Raptor screen will start flashing red, the alert will pop up with details, and SGT. Burgin will be notified automatically through a phone and email alert.

**In case of an emergency (a dangerous situation)**  
click on the emergency button on the top of the screen in the Raptor screen.



#### **4. Various tasks assigned by IT Director.**

-Mrs. Leto may have some tasks she needs assistance with. Do not hesitate to ask if help is needed when there is “down time.”

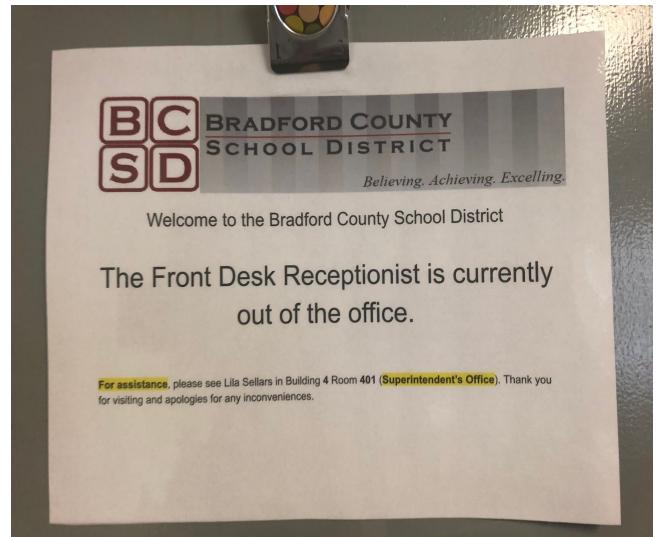


#### **12:00 pm to 12:30 pm (Lunch) -**

At about 11:55 am, lock the computer (by pressing **ctrl, alt, delete** and clicking on the **lock computer** option), put the “The Front Desk Receptionist is currently out of the office” sign (that is on the back of the door) onto the front of the door, move the “Lockdown Magnet” up (so the door can properly latch).

#### **12:30 pm - 5 pm (Summer) 4 pm (During the School Year)**

At 12:30 pm re-open the front desk. Take the “The Front Desk Receptionist is currently out of the office” sign down and placed back onto the back of the door, move “The Lockdown Magnet” back over the latch (so visitors can come in and out again), re-login into the computer with the front desk login, check voicemails (if any write the messages down and email the proper people), and check the front desk emails.



#### **Throughout the Day tasks continued.**

1. Answer the phone.
2. Respond to emails.
3. Sign in visitors.
4. Various tasks assigned by IT Director.

#### **5 pm (Summer) 4 pm (During the School Year)**

Log off of the computer (by pressing **ctrl, alt, delete** again but this time select **Log Off**), close the blinds with the tilt wand, move “The Lockdown Magnet” up (so the door can properly latch into the locked position), and turn off the lights.