

Wilmore Elementary School Secretary

A strong school secretary is much more than someone who answers phones and files paperwork—they're the heart of the school office, keeping everything running smoothly while supporting staff, students, and families. Here's a detailed list of qualities and characteristics of an effective school secretary:

1. Organizational Skills

- Can manage multiple tasks and responsibilities simultaneously.
- Keeps records accurate and up-to-date (attendance, reports, schedules).
- Maintains an orderly and efficient office environment.

2. Communication Skills

- Clear, professional verbal and written communication.
- Ability to communicate effectively with students, parents, staff, and administrators.
- Diplomacy and tact in sensitive situations.

3. Interpersonal Skills

- Friendly, approachable, and welcoming to students, families, and visitors.
- Builds positive relationships with staff and students.
- Empathetic and patient, especially in stressful or emotional situations.

4. Problem-Solving & Adaptability

- Can think quickly and make decisions in dynamic situations.
- Handles unexpected issues (transportation changes, emergencies) calmly.
- Flexible and able to adjust priorities as needs change.

5. Attention to Detail

- Accurate data entry and record-keeping.
- Ensures compliance with school policies, reporting requirements, and deadlines.

6. Confidentiality & Professionalism

- Maintains privacy of student and staff information.
- Exercises discretion in sensitive matters.
- Represents the school positively at all times.

7. Tech-Savviness

- Comfortable using school management software (e.g., Infinite Campus, Canva, Google Suite).

8. Leadership & Initiative

- Takes ownership of tasks and anticipates needs of the principal and staff.
- Supports smooth daily operations and proactive problem-solving.

9. Multitasking & Time Management

- Juggles phone calls, emails, visitors, and office duties efficiently.
- Prioritizes tasks to meet deadlines and respond to urgent needs.

10. Positive Attitude

- Creates a welcoming, friendly environment for all who enter the school.
- Maintains composure and professionalism even under pressure.