

CAPISTRANO UNIFIED SCHOOL DISTRICT
San Juan Capistrano, California

Range 26

BILINGUAL DISTRICT RECEPTIONIST

DEFINITION

Under general supervision, operate a multi-line telephone system; act as receptionist; perform complex and responsible clerical work; provide oral and written translations to and from Spanish.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Operate a multi-line telephone system in receiving and placing telephone calls.
2. Make station connections.
3. Unlock lobby door each morning.
4. Answer routine questions in response to inquiries.
5. Greet and direct district visitors to the appropriate person or office.
6. May sort and redirect district and U.S. mail delivered to CUSD district-wide when not addressed to a department or person.
7. Produce correspondence, new releases, and other documents on word processor.
8. Research, verify, type, and record information for district lists and databases.
9. Maintain and distribute major phone lists and Education Center phone directory.
10. Schedule, confirm, and arrange set-ups for district office meetings and conferences.
11. Clip newspaper articles.
12. Maintain files.
13. May operate a variety of office machines, including typewriter, dictaphone, fax machine, computer, and word processing equipment.
14. Assist other departments as time allows, with clerical duties.
15. Perform other related duties as required.
 - Responds to telephone callers and visitors with information and procedures in Spanish and English.
 - Translates documents to and from Spanish.

QUALIFICATIONS

Knowledge of:

Modern office methods and practices, including operation of district telephone system and telephone techniques; correct English and Spanish, grammar, spelling, and punctuation; office methods, procedures, and practices; office automation.

Ability to:

Work independently with little direction; skillfully operate a telephone with multiple lines; understand instructions and questions and provide information in an understandable manner; speak clearly and distinctly; translate, in oral and written format, to and from Spanish; deal pleasantly, tactfully, and courteously with the public; establish and maintain cooperative working

relationships;

CAPISTRANO UNIFIED SCHOOL DISTRICT
Bilingual District Receptionist – Page 2

Ability to: (Continued)

operate office machines including computer and word processing equipment; perform responsible and difficult work with accuracy and speed; learn district functions for proper channeling of calls and referrals; learn and interpret specific rules, laws, and policies and apply them with good judgment in a variety of situations; type at a net corrected speed of 50 words per minute; pass a district proficiency test in Spanish. Comply with the District's customer service standards, as outlined in Board Policy.

Education/Experience:

Equivalent to the completion of the twelfth grade. Two years of recent increasingly responsible experience in general clerical work, preferably including experience in the operation of a multi-line telephone system. Training or experience in computers and switchboard operation is desired.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.