

DISTRICT RECEPTIONIST

DEFINITION

Under general supervision, operate a multi-line telephone system; act as receptionist; perform complex and responsible clerical work.

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. Operates a multi-line telephone system in receiving and placing telephone calls.
2. Answers main lines to Superintendent's office and assist with forwarding messages to Superintendent as needed.
3. Makes station connections.
4. Unlocks lobby door each morning.
5. Answers routine questions in response to inquiries.
6. Greets and directs District visitors to the appropriate person or office.
7. May sort and redirect District and U.S. mail delivered to CUSD District-wide when not addressed to a department or person.
8. Produces correspondence, new releases, and other documents on word processor.
9. Researches, verifies, types, and records information for District lists and databases.
10. Maintains and distributes major phone lists and Education Center phone directory.
11. Schedules, confirms, and arranges set-ups for District office meetings and conferences.
12. Clips newspaper articles.
13. Maintains files.
14. May operate a variety of office machines, including typewriter, dictaphone, fax machine, computer, and word processing equipment.
15. Assists other departments as time allows, with clerical duties.
16. Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Modern office methods and practices, including operation of District telephone system and telephone techniques; methods and techniques of public relations; correct English, grammar, spelling, and punctuation; office methods, procedures, and practices; standard office machines including computers and supporting software applications.

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; deal pleasantly, tactfully, and courteously with the public; 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 or enter data at a speed necessary for successful job performance; understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

Education/Experience:

Any combination equivalent to: Completion of the twelfth grade; and 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.

License/Certificate Requirement:

Possession of a valid California Driver's License.

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.