

RECEPTIONIST

DEFINITION

Under general supervision, operates a multiple line telephone switchboard; acts as a receptionist, answering inquiries and providing routine information; performs routine clerical duties, including typing, keyboarding, data entry, and other related work as required.

ESSENTIAL DUTIES

- Operates a multiple line telephone switchboard receiving incoming calls and transferring calls to proper personnel.
- Answers routine inquiries for the general public and provides callers with routine information and data
- Takes and transmits messages.
- Sorts, collates and distributes postal mail.
- Types lists, bulletins, reports and routine correspondence.
- Performs a variety of routine clerical functions, including the operation of modern equipment and machines.
- Arranges the night station on the telephone system.
- Receives UPS, FedEx and other courier deliveries, logging in all pertinent information.
- Maintains job postings received from outside organizations for both certificated and classified positions, taking note of deadlines.
- Performs other related duties as required.

QUALIFICATIONS

Knowledge of: Public contact procedures, strategies and techniques; Modern office practices and procedures; Correct English usage, spelling, grammar and punctuation; Standard office machines and equipment, including computers, telephone, facsimile and copy machines.

Ability to: Effectively and efficiently operate a multiple line telephone switchboard; Perform a variety of routine clerical work using a computer and other standard office equipment with speed and accuracy; Assist with the public and the general educational community in a tactful and courteous manner; Understand and carry out oral and written directions; Establish and maintain cooperative working relationships; Communicate effectively in oral and written form; Remain flexible and work in a multitask environment with frequent interruptions and changes in task priorities.

***BILINGUAL positions require proficiency in both oral and written Spanish and may require translating from English to Spanish and from Spanish to English**

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PHYSICAL DEMANDS

The physical requirements indicated below are examples of physical aspects that this position classification must perform in carrying out essential job functions.

- Will frequently exert 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects.
- will sit most of the time, but may walk or stand for brief periods of time; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing oral information, both in person and over the telephone
- must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials

EXPERIENCE AND EDUCATION

Experience:

One year of general clerical experience, including telephone switchboard and public contact duties.

Education:

Verification of a High School diploma, a GED certificate, or a higher degree, supplemental course work in basic computer applications, data entry, record management and general office practices is preferred.

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