



For the future of every student

CLASS TITLE: SCHOOL OFFICE RECEPTIONIST

BASIC FUNCTION:

To operate a computerized network telephone system receiving and routing telephone calls to appropriate departments/personnel; to provide information to callers; and to greet and direct visitors to appropriate departments/personnel. Employees in this classification receive general supervision within a framework of well-defined policies and procedures. Employees in this job class train, coordinate, and monitor the work of student assistants. Positions in this job class function as receptionist in a high school office and are responsible for the timely and accurate transfer of calls and messages to appropriate school personnel. This job class requires effective communication skills.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES

Operates a computerized telephone network system.

Receives incoming calls; routes calls to proper departments/personnel

Places, receives, and completes long distance calls

Takes telephone messages and distributes to appropriate office or personnel

Greets visitors, determines their needs and directs them to appropriate departments or staff members

Answers questions and provides information regarding school standards, policies, procedures, etc.

Receives and transmits various reports, statements, and documents to proper personnel

Maintains telephone logs of long distance calls

Maintains routine operational records, calculating totals and subtotals.

Performs routine clerical duties such as typing, filing, proofreading, mail sorting, etc.

Opens, arranges, alphabetizes, sorts, dates, and time stamps, and/or delivers mail

Prepares routine reports and correspondence

Operates standard office equipment such as typewriter, calculator, copier, computer, keyboard, metered stamp machine, etc.

Establishes and maintains files as assigned

Trains and monitors the work of students in the proper operation of the switchboard, message taking, mail distribution, and Xerox copies

OTHER DUTIES:

Performs related duties similar to the above in scope and function as required

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Standard office procedures and practices.

Proper English usage, grammar, punctuation, and spelling.

ABILITY TO:

Learn the proper operation of and efficiently operate a computerized telephone network system.

Understand and follow both oral and written directions.

Effectively communicate in both oral and written forms.

Operate standard office equipment including calculator, typewriter, copier, etc.

Operate a keyboard at an acceptable rate.

Maintain routine records and files.

Accurately perform routine mathematical calculations including adding, subtracting, multiplying and dividing.

Establish and maintain effective work relationships with others

Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination equivalent to sufficient experience, training, and/or education to demonstrate the knowledge and abilities listed above.

LICENSES AND OTHER REQUIREMENTS:

Some positions in this classification may require ability to fluently speak, read, and write a designated second language.

WORKING CONDITIONS:

ENVIRONMENT:

School office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard and telephone console.

Hearing and speaking to exchange information in person and on the telephone.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

Approved by Personnel Commission: 04/20/1995
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