



For the future of every student

CLASS TITLE: DISTRICT RECEPTIONIST

BASIC FUNCTION:

Under the direction of the Director of Classified Human Resources, serves as the District receptionist, answering and directing telephone calls to appropriate personnel; greets and assists visitors, determines nature of business and directs to appropriate destination; performs a variety of clerical duties in support of District operations.

DISTINGUISHING CHARACTERISTICS:

The District Receptionist is a clerical position requiring the ability to operate a high volume multi-line telephone system, well-developed communication and customer service skills, and the ability to maintain a central waiting area and high volume of activity subject to constant interruptions. Advancement may occur to positions along the school and district clerical/secretarial career ladders based on need and with the appropriate skills and experience.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Serves as the District receptionist; operates a centralized multi-line telephone system, answering and directing telephone calls to appropriate offices, departments and personnel; takes and delivers messages to appropriate department or staff member.

Greets and assists visitors including staff, teachers, parents and the public; directs visitors to appropriate personnel, offices, departments, meeting rooms or other district locations.

Serves as an informational resource to callers and visitors; responds to inquiries and provides general information and assistance concerning District office and related schedules, operations and procedures; provides directions as needed.

Performs a variety of clerical duties in support of District operations. Assists in maintaining accurate records in printed and electronic formats. Inputs data into designated computer systems to ensure timely and accurate information is available. Generates lists, rosters and reports as needed. Prepares, processes and distributes documents (e.g. correspondence, forms, newsletters/bulletins, reports, schedules, etc.) to provide complete and accurate information to district staff, students, parents and the public.

Prepares, sorts and processes outgoing mail for pick-up and distribution; operates the postage meter as needed; receives, routes and distributes incoming mail and packages to appropriate departments.

Communicates with District personnel, outside agencies and the public to exchange information and resolve issues or concerns.

Operates standard office equipment including postage equipment, a copier, computer, printer and assigned software.

Provides training to employees on receptionist duties as needed.

OTHER DUTIES:

Perform related duties as assigned that support the overall objective of the position.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of a centralized, multi-line telephone system.

Telephone techniques and etiquette.

Interpersonal skills using tact, courtesy and diplomacy.

Human relations skills in order to interact in a manner portraying a positive image of the District, with a wide range of contacts, including District staff, students, parents and the general public.

Modern office practices, procedures and equipment.

Effective oral and written communication skills.

Operation of standard office equipment including a computer and assigned software.

Correct English usage, grammar, punctuation, spelling and vocabulary.

Basic record-keeping techniques.

ABILITY TO:

Receive and route a high volume of calls.

Answer telephones and greet the public courteously.

Communicate clearly, accurately and effectively in an open work setting subject to frequent interruptions.

Demonstrate sensitivity to customers of diverse backgrounds and roles.

Prepare, process, receive, sort and distribute mail.

Perform general clerical support duties including preparing and maintaining records and files, and duplicating and distributing materials.

Learn basic terminology, processes and operations related to district office functions, services or programs.

Learn, understand, and apply district rules, regulations and policies.

Understand and follow oral and written directions.

Operate a variety of office equipment including a computer and assigned software.

Meet schedules and timelines.

Establish and maintain cooperative and effective working relationships with others.

Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Requires any combination of education, training and/or experience equivalent to graduation from high school and one year of general clerical experience involving frequent public contact which demonstrates the knowledge and abilities as listed above. The ability to translate oral and written communication between English and a designated second language is preferred, but not required.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

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

Seeing to read a variety of materials.

Sitting for extended periods of time.