Classification Specification

DISTRICT RECEPTIONIST

Department:	Personnel
Reports To:	Associate Superintendent of Personnel Services
Supervises:	N/A
Approval Date:	June 24, 2020
Revised Date:	2020

General Description:

Serve as the receptionist for the district office and perform a variety of clerical services; greet visitors and answer phones; conduct telephone surveys, prepare various documents, and correspondence.

Essential Duties and Responsibilities:

- Serve as the district receptionist; operate a centralized telephone switchboard system, directing calls to appropriate personnel; receive and transmit messages; provide general information and assistance to callers as needed; take messages and route to appropriate department.
- Greet visitors, regulate access to building office area; screen and direct visitors to appropriate offices, school sites and personnel; distribute a variety of materials to visitors.
- Compose correspondence independently for letters, reports, brochures, and memoranda.
- Notify employees, community members, and other interested parties of time and places of district meetings.
- Respond to questions regarding district policies and procedures and/or direct the public; provide information about department, site, and district procedures or policies to staff, parents, and community members.
- Input data related to word processing, data gathering, record keeping and work order management.
- Assemble materials and prepare reports.
- Receive, inventory, and supervise delivery of all department/site purchases except custodial supplies.
- Arrange for the repair of office and instructional equipment.
- Provide support and assistance to district employees on the use of the sub-finder system.
- Manage work orders for maintenance and operations and information technology department.
- Produce the annual personnel directory and school telephone directory.
- Maintain mail merge databases for mailing labels and other district-wide databases.

- Maintain confidentiality of sensitive and privileged information.
- Maintain lobby area in a clean and orderly condition as required; organize and update bulletin board.
- Operate a computer and assigned software.
- Perform other duties as required, related to the primary job duties of the assigned position.

Required Qualifications:

Knowledge of:

- Computer software programs, including Word, School Dude, Aeries Database, Excel spreadsheets, and mail merge
- District policies, procedures, and organizational plans so that questions can be answered, and people can be directed to the appropriate office, as necessary.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, courtesy, and diplomacy.
- Modern office practices, procedures, and equipment.
- Oral and written communication skills.
- Correct English usage, grammar, punctuation, spelling, and vocabulary.

Ability to:

- Interact diplomatically with the public in a high volume, continuous public contact setting.
- Maintain equanimity in the face of resistance, indifference, or hostility.
- Establish and maintain cooperative working relationships with others.
- Type or input data accurately at an acceptable rate of speed.
- Answer phones and greet the public courteously.
- Maintain confidentiality of sensitive and privileged information.
- Communicate effectively both orally and in writing.
- Operate standard office equipment, including a computer and assigned software.
- Perform under the stress of frequent interruptions and/or distractions.
- Provide information, directions, and assistance.
- Receive, sort, and distribute mail.
- Perform general clerical support duties including typing, filing, and duplicating.
- Maintain routine records.

Education: High school graduation or equivalent GED.

Experience: One (1) year general clerical experience.

Licenses, Certifications, and other requirements:

- Proof of current and valid Tuberculosis screening.

<u>Desirable Qualifications:</u>

- Coursework in secretarial and office skills preferred.
- Bilingual in a designated second language (Chinese or Spanish) is desirable, but not required.

Working Conditions:

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Indoor/office work environment.
- Moderate noise levels.
- Contact with parents, students, and staff.
- Fast-paced work environment with changing priorities.
- A climate-controlled office environment with no windows.

Physical Demands: The physical demands described here 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 the individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

- Work at a desk or table.
- Sit for extended hours at a computer terminal.
- Perform repetitive motion related to keyboard entry or typing.
- See for the purpose of reading or observing others.
- Hear and understand speech at normal levels.
- Communicate so that others can clearly understand normal conversation.
- Reach in all directions.
- Operate office equipment.
- Occasionally required to: bend, twist, stoop, or kneel.
- Seldom required to: lift and carry objects up to 25 lbs. in weight.

Hazards: N/A

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.