

RECEPTIONIST

DEFINITION

Under general supervision greets people, answers inquiries and obtains information; answers telephone and routes calls. Performs a variety of general clerical and support functions as necessary.

DUTIES AND RESPONSIBILITIES (any one position may not include all of the listed duties nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Record Keeping

Responsible for maintaining office filing and record keeping systems for general office as well as specific student files; prepares, distributes, and maintains records of numerous reports, correspondence, memos, newsletters, calendars, referrals and procedures. Assists administrators by registering new students and preparing the necessary folders, forms, and records including entering data into student database.

Typing/Word Processing

Utilizes typewriter or computer to produce letters, memos, spreadsheets and agendas; prepares routine correspondence, requisitions and forms.

Communication/Customer Service

Screens telephone calls and visitors, makes appointments with appropriate staff members or takes accurate messages as appropriate; establishes a friendly helpful atmosphere and projects a caring image of assistance to callers and visitors; independently answers inquiries and supplies information on a wide range of program matters for administrative personnel, teachers, students, staff and the general public. Meets the public in situations requiring tact, diplomacy and discretion. Writes clear and concise messages.

Staff Support

Coordinates and prepares meetings and special events by reserving rooms, arranging for refreshments and necessary equipment; assists with student enrollment as needed; duplicates, sorts and distributes various documents; maintains department calendars; sends, receives and distributes faxes and e-mails; sorts, distributes and redirects mail.

MINIMUM QUALIFICATIONS

Education and Experience

Sufficient formal and/or informal training to provide the ability to read and write at a level consistent with the requirements of the position. Any combination of training and/or experience which demonstrates ability to perform the duties as described.

Knowledge

English grammar, punctuation and spelling; basic mathematics; standard types of office filing systems, proper telephone etiquette and techniques; common equipment utilized in an office environment.

Skills and Ability

Accurately type and learn to effectively use various computer hardware and software programs, printers, copy machines, telephone system, fax, paper cutter, etc.; communicate effectively both in oral and written form; follow instructions; organization and prioritize work; perform basic research and report results; read and apply rules, regulations and procedures; learn appropriate filing and record keeping systems; select appropriate business formats; deal effectively with students, parents, administrators and the general public.

Physical Ability

Requires sufficient hand/eye coordination and manual dexterity to use keyboard at a basic rate (45 wpm); sufficient visual acuity to recognize words, letters and numbers; speech and hearing ability to carry on conversations in person and over the phone. Ability to reach and pull materials from files and shelves. Ability to lift light objects (less than 20 lbs.) on an intermittent basis. May be required to lift heavy objects (up to 30 lbs.) on an intermittent basis.

Licenses and Certificates

Valid California Driver's License

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02/01/05