

## RECEPTIONIST

### JOB SUMMARY

The Receptionist receives and directs calls and visitors to appropriate parties, takes and transmits messages, provides prompt responses to requests, communicates information, and performs a variety of routine clerical duties. The Receptionist receives direction from an assigned supervisor.

### REPRESENTATIVE DUTIES

The position description describes the general nature of work performed.

### ESSENTIAL FUNCTIONS

The Receptionist may perform any combination of the following:

- Receives, screens and processes visitors, telephone calls, and mail.
- Provides information and directs inquiries to appropriate staff.
- Provides clerical assistance to assigned administrators.
- Evaluates situations and determines appropriate action to take.
- Composes written communications.
- Maintains current, organized, and secure records, complying with established practices and policies.
- Prepares and processes information and transactions.
- Compiles, enters and verifies data and produces reports.
- Schedules and provides information regarding meetings, activities and events.
- Applies and clearly explains District and worksite policies and procedures.
- Performs a variety of clerical functions such as stocking copy machine, fixing copy machine jams, scanning documents, calling a vendor for office equipment repairs, and filing.
- Assists with substitutes, timecards and payroll-related tasks.
- Assists other office staff in completing work assignments.
- Performs other job-related duties as assigned.

### JOB REQUIREMENTS: MINIMUM QUALIFICATIONS

#### KNOWLEDGE OF:

- Current, up-to-date office practices and procedures.
- Telephone techniques and etiquette.
- Electronic and manual recordkeeping practices.
- Computer-based applications such as word processing, databases, spreadsheets, calendars, and email.
- Workplace math such as arithmetic operations, percents, rounding, and problem solving.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Business writing, proofing and editing.

#### ABILITY TO:

- Schedule activities, meetings and events.
- Compose written communications applying correct English usage, grammar, spelling, punctuation and vocabulary.
- Adapt to changing work priorities.
- Operate a variety of office equipment.

## RECEPTIONIST

- Use current, up-to-date computer-based applications such as word processing, databases, spreadsheets, calendars and e-mail to perform job duties efficiently.
- Keyboard information accurately and at a rate of speed sufficient to complete required tasks.
- Provide information to staff, students, parents and the public.
- Communicate with courtesy, diplomacy and tact.
- Learn, apply and clearly explain District and worksite policies and procedures.
- Understand and resolve issues, complaints and problems.
- Work effectively, independently and as part of a team with minimum supervision.
- Maintain confidentiality of sensitive information.
- Establish and maintain cooperative working relationships with others.
- Organize, safeguard, and comply with recordkeeping practices and policies.
- Compile, enter and verify data and produce reports.
- Perform accurate math calculations.
- Plan, prioritize and organize work, schedules and timelines.
- Work with constant interruptions.
- Exercise appropriate judgment when making decisions.
- Complete routine tasks thoroughly, accurately and with attention to detail.

## EDUCATION AND EXPERIENCE

Job-related education necessary to perform the essential job duties is typically consistent with graduation from high school or equivalent. One year of clerical experience involving frequent contact with the public is required. Experience operating a telephone system is preferred.

## DISTINGUISHING CHARACTERISTICS

The Receptionist is the entry-level job classification in the Administrative Support series. Positions in this series provide clerical and progressively more responsible secretarial and administrative support as the series progresses.

The **Receptionist** is the central point of contact for phone calls and visitors and provides general clerical support to an office. Assigned duties require general knowledge of office functions, policies and procedures. Tasks and assignments have clear instructions, guidelines and parameters.

Differentiation between Receptionist and the position above is distinguished as follows:

The **Secretary** performs a variety of clerical and secretarial tasks to support department or school program administrators and staff. Assigned duties require knowledge of policies and procedures related to the department or program.

## REQUIRED TESTING

Pre-employment testing and assessment is required in order to demonstrate the minimum qualifications for the position.

**RECEPTIONIST**

**CERTIFICATES**

None

**CONTINUING EDUCATION/TRAINING**

Participation in ongoing job-related training as assigned.

**CLEARANCES**

California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background (fingerprint) clearance; pre-employment physical examination including tuberculosis (TB) and drug screen clearances.

**WORKING ENVIRONMENT**

The usual and customary methods of performing the job functions require the physical demands outlined below. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Physical Demands: Frequency Definitions Based on an 8-Hour Day:

Never = 0%

Seldom = 1-10% (<45 minutes)

Occasionally = 11-33% (up to 3 hours)

Frequently = 34-66% (up to 6 hours)

Continuously = 67-100% (more than 6 hours)

Seldom	stooping/bending, squatting/crouching, climbing/balancing, kneeling, twisting back
Seldom/Occasionally	pushing and pulling, reach above shoulder, reach at shoulder
Occasionally	walking, standing, lifting 11-25 lbs. at waist height, carrying 11-25 lbs. up to 25 feet, lifting up to 10 lbs. overhead or at shoulder height, carrying up to 10 lbs. up to 25 feet
Occasionally/Frequently	handling/simple grasping, sitting, neck flexion/rotation, fingering/fine manipulation, reach below shoulder

**AUDITORY OR VISUAL REQUIREMENTS**

Auditory ability is required to communicate with students, staff, parents, and to respond to telephone calls, safety bells and emergencies. Vision ability is required to see near, distant, color, depth and peripherally.

**ENVIRONMENTAL CONDITIONS**

None