

CLASSIFIED PERSONNEL

RECEPTIONIST-BILINGUAL (SPANISH)

OVERALL JOB PURPOSE STATEMENT:

Under the direction of an assigned supervisor, the job of Receptionist-Bilingual (Spanish) is done for the purpose of receiving and directing calls and visitors to appropriate parties; taking and transmitting messages; ensuring efficiency; ensuring prompt response to requests; communicating information; performing a variety of clerical and typing duties as required; and using both English and Spanish to ensure accurate and timely communication.

DISTINGUISHING CHARACTERISTICS

This job is distinguished from similar jobs by the following characteristics: Positions in the secretarial/clerical series provide clerical and progressively more responsible secretarial and administrative support to a supervisor, school or district administrator, in the collection, compiling, processing and reporting of program data and in the day-to-day organization and implementation of program functions and activities. The Receptionist-Bilingual (Spanish) is a specialized class which has a primary responsibility for operating assigned telephone equipment for the Adult Education School as the central point of contact for phone calls and visitors, in addition to performing a variety of routine clerical duties such as typing, filing and maintaining records and reports; and is required to speak, read, and write a language (Spanish) in addition to English. Supervision from a higher-level secretarial position, program staff professional or administrator is readily available. Assignments and tasks are repetitive and/or have clear instructions, guidelines and parameters. This class differs from the Secretary class, which provides secretarial support for a district and/or school department or program.

ESSENTIAL FUNCTIONS

- * Answers telephone calls, typically on a telephone switchboard console, for the purpose of directing calls to appropriate parties and/or taking messages, utilizing both English and Spanish as appropriate.
- * Maintains phone system and other office equipment as may be required (e.g., calls for service copy machine, telephone system) for the purpose of ensuring efficiency and availability of equipment.
- * Greets students, employees, public, in Spanish and/or English as appropriate, for the purpose of ensuring prompt response to requests and referral to appropriate parties.
- * Using the language appropriate to the situation, prepares/processes mail, correspondence, fees, memoranda, leave forms, timecards, calendars, directories, newsletters, and reports

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as assigned for the purpose of communicating/documenting information and ensuring that materials are disseminated to appropriate personnel in a timely manner.

- * Inputs data (e.g., enters requisitions, attendance) for the purpose of documenting and generating reports and activities.
- * Maintains various items (e.g., master schedules, calendars, district directories, files) for the purpose of communicating information in English or Spanish.
- * Maintains inventory of forms for the purpose of providing adequate supplies for distribution upon demand.
- * Processes mail for the purpose of routing materials to appropriate parties for action.
- * Performs a variety of clerical functions (e.g., calling for express mail pickup, stocking copy machine/storage area, disseminating mail, faxing, filing) for the purpose of supporting the staff in maintaining files and providing necessary materials and ensuring completion of clerical routines.
- * Provides information and assistance to teachers in the Adult Education School (e.g., filling out timecards, providing schedules) for the purpose of assisting them in registering and orienting them to the campus.

OTHER FUNCTIONS

- * Performs other related duties as assigned.

JOB REQUIREMENTS: Minimum Qualifications

Knowledge, Skills and Abilities

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents and facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job include applicable sections of the State Education Codes and other applicable laws; proper telephone answering techniques; use and operation of telephone switchboard and or multi-line unit; and concepts of grammar and punctuation, both for English and Spanish.

SKILLS are required to perform single technical tasks with an occasional need to upgrade skills due to changing job conditions. Specific skills required to satisfactorily perform the functions of

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the job include operating standard office equipment, including using pertinent software applications; preparing and maintaining accurate records; communicating clearly in Spanish and in English and facilitating dialogue and communication among individuals with limited skill in English or Spanish.

ABILITY is required to schedule activities; often gather, collate, and classify data; and use basic job related equipment. Flexibility is required to work with others under a variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standard methods of operation. Ability is also required to work with a significant diversity of individuals and groups; work with data of different types and purposes; and utilize job related equipment. In working with others, problem solving is required to analyze issues, create plans of action and reach solutions; with data it is moderate to significant; and with equipment it is limited. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; working as part of a team; working with detailed information/data; communicating clearly both in English and in Spanish, and between the two languages; and typing at 45 net words per minute from a clear copy.

Responsibility

Responsibilities include working under standardized instructions and/or routines focusing primarily on results; providing information and advising other persons; and operating within a defined budget and/or financial guidelines. Utilization of resources from other work units may be required to perform the job's functions. There is an opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions requires the following physical demands: some lifting, carrying, pushing and/or pulling; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; significant reaching, handling, fingering and/or feeling. Generally the job requires 80% sitting, 10% walking and 10% standing. The job is performed under minimal temperature variations, in a generally hazard-free environment, and in a clean atmosphere.

Education High School Diploma or equivalent.

Experience One year general clerical experience including switchboard operation and receiving the general public.

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Required Testing Knowledge and skills testing to demonstrate job-related skills and abilities and proficiency test for reading, writing and speaking Spanish and English.

Certificates and Licenses Valid driver's license and evidence of insurability.

Continuing Education/Training None Specified.

Other Requirements Criminal Justice/Fingerprint Clearance and Tuberculosis Clearance.