



## RECEPTIONIST

Board Adoption Date: 08/03/16

### BRIEF DESCRIPTION OF POSITION:

Under the direction of Principal or designee, the Receptionist greets and directs visitors with specific responsibilities including: responding to inquiries from staff, the public, parents, student, etc. by providing requested information and/or referral to other parties in both English and Spanish; and, using specific software, provide administrative and clerical support.

### MAJOR DUTIES AND RESPONSIBILITIES

- a. Answers telephone systems for the purpose of screening call, transferring calls, responding to inquiries and/or taking messages. E
- b. Distributes items within the site (e.g. special delivery and overnight mail/packages, messages, etc.) for the purpose of ensuring receipt to addressee. E
- c. Greets individual entering the building (e.g. visitors, parents, students, vendors, etc.) for the purpose of responding to inquiries; and/or directing individual to appropriate location in accordance with established building security procedures. E
- d. Maintains building and district-wide information (e.g. use schedules, staff directories, emergency contacts, etc.) for the purpose of providing reference information. E
- e. Maintains reception area materials (e.g. job announcements, newsletters, event calendars, articles about education, a list of telephone number of other educational facilities, keys, etc.) for the purpose of providing resource information to visitors. E
- f. Performs general clerical function (e.g. scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations. E
- g. Receives a variety of items (e.g. mail, special deliveries, packages, supplies, etc.) for the purpose of distributing material to appropriate parties. E
- h. Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit. E

### KNOWLEDGE, SKILLS AND ABILITIES

#### Knowledge/Skills of:

Skills are required to perform multiple task with potential need to upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include; preparing and maintain accurate records; operating standard office equipment; and utilizing pertinent software applications.

#### Ability to:

Schedule activities and/or meetings; collate data; and use basic, job related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing specific, defined processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individual and/or groups; work with data of varied types and/or purposes; and utilize specific job related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited. Specific ability-based competencies required to satisfactorily perform the function of the job include: maintaining confidentiality; adopting to changing priorities; working with frequent interruptions; communicating with diverse groups displaying tact and courtesy; handling complaints, diffusing customer; multi-taking; the ability to read, write, translate and interpret English and Spanish; provide translation and assistance in Spanish to limited and non-English speaking member of the community; make sure that visitors to the building sign in and deep record of sign in sheets.

**RESPONSIBILITY**

Responsibilities include working under limited supervision using standardized routines; providing information and/or advising others. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's service.

**WORK CONDITIONS/ENVIRONMENT**

The usual and customary methods of performing the job's function require the following physical demands some lifting, up to 20 lbs., carrying, pushing and/or pulling, up to 20 pounds; and significant finger dexterity. Generally, the job requires 90% sitting, 5% walking, and 5% standing. This job is on located on a school site.

**REQUIREMENTS:**

- WORK YEAR:** 12 Month/8 Hours
- EDUCATION:** High School Diploma or Equivalent
- EXPERIENCE:** Job related experience
- OTHER:** Pre-employment proficiency test (required)  
Bilingual in Spanish (required)
- SALARY:** Range 11
- BENEFITS:** Medical (employee contribution), 100% dental, vision and life insurance