

Job Description

Job Title: **Receptionist**
 Job Family:
 Pay Program: **Classified**
 Prepared/Revised Date: **August 17, 2005**

Job Code: **1321**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 15**
 Typical Work Year: **10 months**

SUMMARY: Responsible for greeting, welcoming and assisting callers and visitors to the district or school; performing general clerical duties; supporting a specific department/office function or process as assigned; communicating with students, parents, district staff, and/or community to respond to problems/issues and/or to assist during emergencies and drills.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Serves as first point of contact by greeting, welcoming and assisting callers and visitors to the district or school. Manage a multi-line phone console including answering incoming calls, responding to callers' inquiries, forwarding callers to appropriate individuals or voicemail boxes and taking and forwarding messages. Assist visitors, answer inquiries, explain basic district and school procedures and requirements, maintain data logs regarding incoming calls and daily visitors, monitor sign-in log, issue visitor passes, provide information and direct individuals to appropriate areas and meeting rooms.	D	35%
2. Perform general clerical for a specific office or department function and may include, but not limited to, extracting articles from various media outlets including the internet, compose brief congratulatory letters, create and maintain files; date, time stamp and distribute materials; create labels; create and update lists, bulletins and announcements; record menus and create staff lists for the voice mail system, take requests for new phone equipment, make appointments and room reservations; update calendars; sort and distribute mail; accept front desk deliveries, assemble packets and distributes packets/information, stuff envelopes, prepare mass mailings; fax or mail requested information; replenish office and forms supplies; update and/or maintain computer data	D	30%
3. Communicate with students, parents, community, and/or district employees to respond to problems/issues and/or to assist during emergencies and drills.	D	10%
4. May assist in coordinating and carrying out special and/or projects of the assigned office/department, such as, student or employee recognition ceremonies and events, graduation, back-to-school nights, college application days, etc. Provide back up to other office personnel and/or functions as needed.	W, Q, A	10%
5. May assist with training and monitoring the duties and attendance of volunteers and/or student assistants.	W	5%
6. Perform other job-related duties as assigned.	Ongoing	10%
	TOTAL =	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent.
- Minimum of one year of clerical, secretarial and/or receptionist experience.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Strong interpersonal relations skills.
- Strong customer service and public relations skills.
- Problem solving skills.
- Basic knowledge of district/school policies and procedures required within 1 month of entering position.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.

- Ability to manage multiple priorities.
- Ability to diffuse and manage volatile and stressful situations.
- Ability to promote and follow Board of Education policies, Superintendent policies and building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers, peripherals and Microsoft Office.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, 10-key, etc.
- Operating knowledge of and experience with multi-line telephone systems preferred; required within 2 weeks after entering position.
- Operating knowledge of applicable software applications required within 1 month after entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Director, Principal, Assistant Principal or Office Manager	Various

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

- May be responsible for assisting with training and monitoring the duties and attendance of volunteers and or student assistants in the office or at the front desk.

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- May be responsible for collecting fees from students.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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 individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze		X		

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute		X		
Synthesize		X		
Evaluate		X		
Interpersonal Skills				X
Compile				X
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	