

RECEPTIONIST

DEFINITION

Under general supervision performs a variety of clerical and receptionist duties at a school site; operates a switchboard at a high school; and performs related work as required.

EXAMPLES OF DUTIES

Performs a variety of clerical duties for administrators and other staff including making appointments, typing memos, checking, proofreading, filing, and recording confidential information on records. *E*

Acts as receptionist, greets visitors, answers telephone calls, and directs callers to appropriate personnel for information required. *E*

Accurately records telephone messages for school personnel and ensures delivery in a timely manner. *E*

Reports telephone disorders and maintains log of repairs. *E*

Processes work permits and students for lunch program. *E*

Schedules student appointments with guidance specialist; keeps calendars for other departments. *E*

Maintains telephone personnel directory. *E*

Assures that the switchboard is covered during working hours. *E*

Supervises and trains substitutes and student aides. *E*

Opens and distributes incoming mail; prepares, weighs, and stamps outgoing mail. *E*

Prepares monthly postage report and generates charge-back accounts for duplications. *E*

Maintains log of outgoing calls, approving billing for payments. *E*

Replenishes postage meter. *E*

Contacts police, security guards, and fire department. *E*

EXAMPLES OF DUTIES (cont.)

Performs related work as required.

MINIMUM QUALIFICATION

Knowledge of:

1. Modern office equipment and procedures;
2. English usage, spelling, grammar, and punctuation;
3. Basic math;
4. Simple record keeping;
5. Effective telephone techniques; and
6. Receptionist techniques.

Ability to:

1. Learn to operate the switchboard;
2. Communicate a positive public relations image for the school;
3. Operate a typewriter and computer;
4. Operate a calculator;
5. Maintain simple records;
6. Understand and carry out oral and written instructions;
7. Establish and maintain effective relationships with those contacted in the course of work;
and
8. Perform simple and repetitive tasks.

EDUCATION

Individuals possessing the knowledge, skills, and abilities listed above are considered to possess the necessary education. The ability to understand and communicate using a second language may be required in some positions.

EXPERIENCE

Experience dealing with people on the phone or in person.

WORKING CONDITIONS

Environment:

Office environment; subject to constant interruptions.

Physical Abilities:

Dexterity of hands and fingers to operate a switchboard and standard office equipment; hearing and speaking to exchange information in person or on the telephone; seeing to read and maintain various records.

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