

SENIOR RECEPTIONIST

DEFINITION

Under general supervision, performs a variety of clerical and reception duties at the District Office; operates a central telephone system; gives routine information to the public; performs clerical work; maintains a continuous and effective line of communication with the community and staff; 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

Receives, sorts, distributes, and processes incoming, outgoing, and internal mail and correspondence; contacts staff regarding delivery of packages. E

Replenishes postage meter; monitors and records postage usage, and compiles data for chargeback accounts. E

Serves as a receptionist; greets visitors and callers; ascertains needs; provides information and/or refers callers to appropriate person. E

Screens and directs visitors to appropriate offices, school sites, and personnel. E

Operates a cordless, central telephone system and updates computerized telephone list. E

Places unattended delivery of messages using automated electronic system. E

Accesses computer to enter, extract, and arrange data. E

Maintains telephone personnel directory. E

Maintains computerized calendar of conference usage; coordinates room set up with School Utility Worker. E

Mails out School Planning Guides; processes bulk mailing for other departments; provides general clerical support for other departments. E

Reports telephone disorders and maintains log of repairs. E

Communicates with police, security guards, and fire department as needed. E

Performs related work as required.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Reception and telephone techniques;
2. Modern office practices, procedures, and equipment;
3. English usage, spelling, grammar, and punctuation;
4. Personal computer, job-related software programs and internet;
5. Systems for automated electronic contact;
6. Basic math;

Knowledge of: (Cont.)

7. Simple record keeping; and
8. Interpersonal relations skills using tact, patience, and courtesy;

Ability to:

1. Develop and maintain effective interpersonal relations using tact, patience, and courtesy;
2. Operate a central telephone system;
3. Communicate a positive public relations image for the District;
4. Perform general clerical work;
5. Learn the names and locations of personnel served by the central telephone system;
6. Operate systems for automated electronic contact;
7. Research, retrieve information, and create links to web sites using the Internet;
8. Use basic math to maintain simple records;
9. Operate a computer, and related software programs;
10. Lift and carry mail bins, boxes and equipment;
11. Perform simple and repetitive tasks;
12. Understand and carry out oral and written instructions;
13. Establish and maintain effective relationships with those contacted in the course of work;
and
13. Maintain work pace appropriate to given workload.

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 in the operation of a busy central telephone system and experience dealing with people on the phone and in person.

WORKING CONDITIONS

Environment:

Office environment; subject to constant interruptions.

Physical Abilities:

Moderate lifting, carrying and pushing objects weighing up to 25 pounds; dexterity of hands and fingers to operate standard office equipment and central telephone system; hearing and speaking to exchange information in person or on the telephone; seeing to read and maintain various records.

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7/94