

Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Receptionist
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GENERAL PURPOSE

Under general supervision, operates a switchboard to answer and transfer incoming telephone calls; receives, greets visitors to the District, and directs them to the appropriate office; distributes incoming and outgoing mail; performs general office administrative clerical duties; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This fully qualified journey-level classification performs the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisor or management personnel. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Performs general reception duties; receives and screens visitors and telephone calls; takes messages, directs callers and visitors to the proper office or person, and/or provides information regarding District programs, activities, and functions; assists in interpreting and applying basic regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Performs routine office administrative and customer service duties to support District operations.

- Maintains accurate and detailed records, verifies accuracy of information, and records information.
- Verifies and reviews forms for completeness and conformance with established procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Gathers, assembles, and distributes a variety of District-specific information, forms, records, and data as requested; disseminates information to appropriate parties.
- Prepares, scans, copies, collates, and distributes a variety of documents.
- Maintains and updates records systems; enters and updates information with project and program activities, files, and report summaries; retrieves information from computer application systems as required.
- Maintains reception area in a neat and tidy manner.
- Assists other department and District personnel with special projects on an as needed basis.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- District departments and their associated functions, responsibilities, and special programs.
- Operational characteristics of office and switchboard equipment.
- Proper telephone etiquette.
- General office administrative and clerical tasks.
- Principles and practices of recordkeeping.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

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Ability to:

- Greet callers and visitors in a welcoming manner, and direct/transfer them to the appropriate office.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Perform general office administrative tasks such as word processing, distributing mail, and organizing files and records.
- Organize own work, set priorities, and meet critical time deadlines.
- Maintain and update office records systems.
- Follow and apply written and oral work instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Six (6) months of experience in operating a switchboard or in performing receptionist and general clerical duties.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking

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between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

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This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Receptionist. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____