

## RECEPTIONIST

### DEFINITION

Under general supervision, operates a multiple line telephone switchboard; acts as a receptionist, answering inquiries and providing routine information; performs routine clerical duties, including typing, keyboarding, data entry, and other related work as required.

### ESSENTIAL DUTIES

Operates a multiple line telephone switchboard receiving incoming calls and transferring calls to proper personnel.

Answers routine inquiries for the general public and provides callers with routine information and data

Takes and transmits messages.

Sorts, collates and distributes postal mail.

Types lists, bulletins, reports and routine correspondence.

Performs a variety of routine clerical functions, including the operation of modern equipment and machines.

Arranges the night station on the telephone system.

Receives UPS, FedEx and other courier deliveries, logging in all pertinent information.

Maintains job postings received from outside organizations for both certificated and classified positions, taking note of deadlines.

Performs other related duties as required.

### QUALIFICATIONS

**Knowledge of:** Public contact procedures, strategies and techniques; Modern office practices and procedures; Correct English usage, spelling, grammar and punctuation; Standard office machines and equipment, including computers, telephone, facsimile and copy machines.

**Ability to:** Effectively and efficiently operate a multiple line telephone switchboard; Perform a variety of flexible and work in a multitask environment with frequent interruptions and changes in task priorities.

**\*BILINGUAL positions require proficiency in both oral and written Spanish and may require translating from English to Spanish and from Spanish to English**

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**PHYSICAL DEMANDS**

The physical requirements indicated below are examples of physical aspects that this position classification must perform in carrying out essential job functions.

Will frequently exert 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects.

will sit most of the time, but may walk or stand for brief periods of time; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder

must possess the ability to hear and perceive the nature of sound

must possess visual acuity and depth perception

must be capable of providing oral information, both in person and over the telephone

must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials

**EXPERIENCE AND EDUCATION**

**Experience:**

One year of general clerical experience, including telephone switchboard and public contact duties.

**Education:**

Verification of a High School diploma, a GED certificate, or a higher degree, supplemental