

## **Receptionist**

### **Purpose Statement**

The job of Receptionist is done for the purpose/s of greeting and directing visitors, responding to inquiries from staff, the public, parents, students, etc. by answering questions and/or referring to other parties; and providing general clerical support when available.

This job is distinguished from similar jobs by the following characteristics: .

This job reports to the Director - Human Resources

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### **Essential Functions**

- Answers multiline telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
- Coordinates a variety of activities within the District Office (e.g. room scheduling, equipment maintenance, etc.) for the purpose of supporting staff in addressing their requests.
- Distributes a variety of items within the site (e.g. IMC mail, special delivery and overnight mail/packages, messages, etc.) for the purpose of disseminating materials to appropriate parties.
- Greets public, parents, students, vendors, etc. for the purpose of responding to their inquiries and/or escorting/directing them to appropriate personnel.
- Maintains materials and information within reception area (e.g. notices, application packets, etc.) for the purpose of providing information to employees and visitors.
- Receipts money (e.g. cash, credit cards, checks, etc.) for the purpose of receiving payment for fees and materials from patrons.
- Supports assigned Administrators and departmental staff (e.g. scheduling meetings, forwarding messages, etc.) for the purpose of providing assistance with clerical and administrative functions.
- Verifies a wide variety of manual and electronic files and records (e.g. Applicant Screening, Background Checks, E-verify, Phone Directories, etc.) for the purpose of providing documentation and information in accordance with administrative and legal requirements.

### **Other Functions**

- Performs other related duties, as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.
- Transports materials to other site and community locations (e.g. mail to post office, bank deposits, etc.) for the purpose of delivering items to designated sites.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple tasks using existing skills. Specific skill based competencies required to satisfactorily perform the functions of the job include: preparing and maintaining accurate records; operating standard office equipment; and utilizing pertinent software applications.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and understand complex, multi-step written and oral instructions.

Specific knowledge based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette and standard office software.

ABILITY is required to schedule activities, meetings, and/or events; collate data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing specific, defined processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with similar types of data; and utilize specific, job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: maintaining confidentiality; working with frequent interruptions; and displaying tact and courtesy. Have the Ability for regular and reliable attendance.

**Responsibility**

Responsibilities include: working under direct supervision using standardized routines; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 85% sitting, 5% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience is desired.

Education High school diploma or equivalent.

Equivalency .

Required Testing

Certificates

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Approval Date

Salary Range

Non Exempt