

SANTA CRUZ COUNTY OFFICE OF EDUCATION

RECEPTIONIST

DEFINITION

Under general supervision, to perform a variety of duties involved in the operation of a central switchboard and main receptionist desk; to provide information to faculty, staff and the general public; and to perform a variety of clerical tasks relative to the assigned area of responsibility.

SUPERVISION EXERCISED

Exercise no oversight over County Office staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Operate a multi-button telephone system using appropriate telephone etiquette; receive incoming calls; respond to routine questions regarding County Office programs and activities; direct callers to appropriate office as necessary; take messages as necessary

Greet visitors, determine their needs and direct them to appropriate departments, meetings, and/or staff members

Train others on use of multi-button system as needed.

Organize and maintain lobby area, copy room, and postage/mail room.

Open, sort, and date stamp incoming mail; use postage meter and scale to properly meter outgoing mail.

Refill postage meter at post office and process warrants to pay for postage as necessary; deliver mail to post office at the end of the work day.

Dispense various forms and applications including employment, credentials, and substitute teacher applications.

Maintain records regarding postage and photocopy usage; maintain running total of accounts; submit reports to Business Office.

Receive various reports, statements, and documents; reproduce copies upon request; prepare and distribute materials to County Office of Education personnel.

Maintain duplicating equipment and supplies.

Perform routine clerical duties including typing, filing, proofreading, and mail sorting.

Operate modern office equipment including typewriter, word processor, calculator, copy machine, and metered stamp machine.

Establish and maintain files as assigned.

Maintain daily calendar of activities at County Office of Education.

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operating characteristics of switchboard equipment or multi-button telephone equipment.

Standard office procedures, methods and equipment.

English usage, spelling, vocabulary, grammar and punctuation.

Switchboard and receptionist techniques and etiquette.

Principles and techniques used in dealing with the public.

Numerical, alphabetical, and subject matter filing systems.

Skill and Ability to:

Operate modern office equipment including switchboard equipment.

Type at a speed necessary for successful job performance.

Learn County Office policies, procedures, events and locations.

Perform timely and accurate transfer of calls and messages.

Coordinate activities to keep telephone communications running smoothly and efficiently; prioritize work.

Work with constant interruptions.

Work under supervision within a well-defined framework of policies and procedures.

Respond in an efficient and calm manner in emergencies.

Coordinate activities to keep telephone communications running smoothly and efficiently; prioritize work.

React to and exercise good judgment, flexibility, creativity, and sensitivity to changing situations and needs.

Accurately perform routine mathematical calculations.

Communicate clearly and concisely, both orally and in writing.

React to and exercise good judgment, flexibility, creativity, and sensitivity to changing situations and needs.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Equivalent to the completion of the twelfth grade.

Experience:

One year of general office experience which includes experience in the operation of a switchboard or multi-button telephone answering system.

License or Certificate:

Some positions require possession of, or ability to obtain, an appropriate, valid driver's license.

SPECIAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment with the ability to sit for long periods of time.

Approval Date: June, 1994.