

**WALNUT VALLEY UNIFIED SCHOOL DISTRICT**

JOB TITLE: EDUCATION CENTER RECEPTIONIST

**BASIC FUNCTION**

Under the direction of the Deputy/Assistant Superintendent or designee, to operate a console telephone switchboard at the District Education Center; to act as a receptionist, answering inquiries and providing routine information; to perform a variety of light clerical and/or record keeping functions to sort, route, and process mail; and to do other related work as required. Incumbents in this classification provide students, staff and the public with information through the performance of a wide variety of clerical services which directly supports learning.

**ESSENTIAL JOB FUNCTIONS**

- Answers routine inquiries for the general public and assists them by providing directions to offices and persons from whom they may receive assistance
- Operates a console telephone switchboard receiving and screening incoming calls, transferring calls, responding to inquiries and/or taking messages, and making proper connections
- Programs, maintains and services a vocal telecommunications phone answering system
- Greets public, parents, students, vendors, etc. as may be required to ensure sign in, issue visitors' badges, respond to their inquiries and/or direct them to appropriate personnel
- Evaluates situations and inquiries involving other staff, students, parents, the public, etc. to provide information and/or direct to appropriate personnel for resolution
- Performs, a variety of general clerical functions, keyboarding, sorting, filing, record management and other related tasks in support of Education Center activities
- Takes and transmits messages
- Maintains the District conference and meeting room schedule and calendar
- Maintains the District lobby display areas, equipment and/or supplies to ensure availability of materials as needed and to promote a safe and efficient work environment
- Sends electronic mail messages for District to various locations and school sites
- Arranges console or switchboard to receive night connections
- May open, sort, collate, and distribute incoming mail and materials
- May post to records and develop files
- May type lists, bulletins, reports, and routine correspondence
- Updates and maintains District job postings
- Contact appropriate person and agency in event of serious illness or injury
- Performs other duties related to the class as assigned

**JOB REQUIREMENTS – QUALIFICATIONS****Skills, Knowledge and/or Abilities Required:**Skill to:

- Operate a console telephone or private branch telephone switchboard
- Operate standard office equipment including use of computer applications

Knowledge of:

- Modern office practices, methods, and procedures
- Standard office machines and equipment

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- Public contact procedures, strategies, and techniques
- Correct English usage in both written and verbal form, spelling, grammar and punctuation
- District departments, general procedures, and personnel

### Ability to:

- Work courteously and tactfully with the public, parents and coworkers
- Communicate effectively with employees and the public
- Promotes team building and a positive work environment
- Understand and carry out oral and written instructions
- Adapt easily to work assignments, additional priorities, and new procedures
- Receive constructive criticism and modify work appropriately
- Work without close monitoring and meet deadlines
- Prioritize and identify needs and solve problems independently as appropriate
- Suggest procedural improvements to supervisor as appropriate
- Skillfully handle difficult situations using good judgment
- Maintain high level of professionalism in keeping the needs of customers a top priority
- Keyboard at an acceptable rate of speed

### **PHYSICAL DEMANDS**

Persons performing service in this position classification will be expected to perform light work, which involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. Even though the weight lifted may be very little, a job is in this category when it requires a good deal of walking or standing, or when it involves sitting most of the time with some pushing and pulling of arm or leg controls. To be considered capable of performing a full or wide range of light work, an incumbent must have the ability to do substantially all of these activities. If someone can do light work, it is deemed that he or she can also do sedentary work, unless there are additional limiting factors such as loss of fine dexterity or inability to sit for long periods of time. *(Per the Code of Federal Regulations – Section 404.1567 “Physical Exertion Requirements”)*

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

### **EXPERIENCE AND EDUCATION REQUIREMENT**

#### Experience:

One (1) year general clerical desired including telephone switchboard and public contact duties.

#### Education:

Equivalent to the completion of High School.