

**Job Title:** RECEPTIONIST  
**Reports to:** Chief Human Resources and Instructional Support Officer  
**Dept./School:** Human Resources  
**Wages/Hour Status:** Non-exempt  
**Date Revised:** January 21, 2019

### **Primary Purpose**

Under moderate supervision, respond to inquiries from staff, parents, and the public; provide requested information and/or referral to the appropriate parties; direct visitors; and provide general clerical support for the efficient operation of the central administration office.

## **QUALIFICATIONS**

### **Education/Certification:**

High school diploma or GED

### **Special Knowledge/Skills**

Proficient typing/word processing (35 WPM) and file maintenance skills  
Ability to use personal computer and software to maintain spreadsheets, databases and do word processing  
Ability to operate multi-line phone system  
Effective public relations, organization, communication, and interpersonal skills  
Ability to speak, read, and understand English and Spanish  
Ability to read and comprehend instructions  
Ability to effectively present information in one-on-one situations  
Strong organization skills  
Ability to provide assistance with administrative and creative projects

### **Experience**

One to two years clerical and file maintenance experience

## **MAJOR RESPONSIBILITIES AND DUTIES**

### **Reception and Phones**

1. Receive and direct incoming calls, take reliable messages, and route to appropriate staff.
2. Greet visitors (e.g. public, parents, substitutes, vendors, etc., respond to their inquiries and/or direct them to appropriate personnel in accordance with district policies and procedures regarding building security.
3. Maintain visitor log.
4. Respond to emergency calls and notify appropriate parties to address immediate safety and/or security issues.
5. Receive deliveries and disseminate materials and information to the appropriate parties.
6. Promote good public relations through telephone courtesy.

### **Other**

7. Provide clerical assistance as needed.
8. Compile, maintain, and file all reports, records, and other documents as required.
9. Compose correspondence letters as necessary.

- 10. Maintain confidentiality.
- 11. Perform other duties as assigned by supervisor.

**Supervisory Responsibilities**

None.

**EQUIPMENT USED**

Standard office equipment including personal computer and peripherals; multi-line phone system

**WORKING CONDITIONS**

**Mental Demands/Physical Demands/Environmental Factors:**

Reception desk in the administrative/central office.

Work with frequent interruptions, continuous sitting; maintain emotional control under stress, repetitive hand motions, prolonged use of computer, and occasional prolonged and irregular hours typewriter, printer, copier, fax machine, and calculator.

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

**Approved by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Reviewed by:** \_\_\_\_\_ **Date:** \_\_\_\_\_