

## **RECEPTIONIST**

### **Purpose Statement**

The job of Receptionist was established for the purpose/s of greeting and directing visitors, responding to inquiries from staff, the public, parents, students, etc. by providing requested information and/or referral to other parties; receiving, sorting and distributing incoming and outgoing mail; and providing clerical support to the Accounting Department.

This job reports to Administrator or Manager

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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.
- Diffuses hostile situations for the purpose of taking action and/or directing to appropriate personnel for resolution.
- Greets public, parents, students, vendors, etc. for the purpose of responding to inquiries and/or escorting/directing 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.
- Processes incoming and outgoing mail and a variety of special items (e.g. special delivery and overnight mail/packages, messages, application packets, etc.) for the purpose of disseminating materials to appropriate parties.
- Supports assigned Administrators and Business Services staff (e.g. cross referencing vendor checks; labeling folders; orienting new hires to mailing processes, etc.) for the purpose of providing assistance with clerical and administrative functions.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

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

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

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. 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; 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 multi-function phone systems.

ABILITY is required to schedule activities; collate data; and use basic, job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize specific, job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability-based competencies required to satisfactorily perform the functions of the job include: maintaining confidentiality; adapting to changing priorities; working with constant interruptions; communicating with diverse groups; and displaying tact and courtesy.

#### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and 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: occasional lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 70% sitting, 10% walking, and 20% 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** None Specified

**Required Testing**

None Specified

**Certificates & Licenses**

None Specified

**Continuing Educ. / Training**

None Specified

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

Non Exempt

**Approval Date**

**Salary Grade**

Classified 44

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_