

## **SANTA CRUZ COUNTY OFFICE OF EDUCATION**

### **RECEPTIONIST**

#### **DEFINITION**

Under general supervision, check-in and direct visitors and public to appropriate division personnel; perform a variety of duties involved in the operation of a multi-button central telephone system and main receptionist desk; provide information to staff, school officials and the general public accurately and courteously; maintain and coordinate the functions of the central mail room and perform a variety of clerical tasks.

#### **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 of Education programs and activities; direct callers to appropriate office; may take messages.

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

Ensure that all visitors sign in and out of the building.

Identify and report safety and security risk to appropriate staff.

Provide information regarding meetings, interviews and general questions concerning the County Office of Education policies and procedures.

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

Organize and maintain the lobby area and postage/mail room.

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

Refill postage meter and work with Business Department in processing warrants to pay for postage as necessary; may deliver mail to post office at the end of the work day.

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.

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

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (continued)**

Operate modern office equipment including computer, calculator, copy machine, printer, fax, scanner and metered stamp machine.

Establish and maintain files as assigned.

Maintain daily lobby calendar of activities at County Office of Education.

Update and maintain daily the video display calendar.

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.

Proper English usage, spelling, vocabulary, grammar and punctuation.

Telephone and receptionist techniques and etiquette.

Principles and techniques used in dealing with the public.

Basic Microsoft Office Word, Excel, Google suite applications and Outlook.

Numerical, alphabetical and subject matter filing systems.

**Skill and Ability to:**

Greet, screen, serve and direct visitors to proper individual, department or activity.

Operate modern office equipment and machines.

Type at a speed necessary for successful job performance.

Learn County Office of Education policies, procedures, events and locations.

Perform timely and accurate transferal of calls and messages.

Coordinate activities to keep telephone communications running smoothly and efficiently.

Prioritize workload to accommodate frequent interruptions and assignments.

**Skill and Ability to (continued):**

Use independent judgment and initiative to complete assignments and tasks.

Respond in an efficient and calm manner in emergencies.

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.

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:**

Possession of, or ability to obtain, an appropriate, valid California driver's license and appropriate vehicle operation insurance.

**Qualification Requirements:**

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**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:*

While performing the duties of this job, with or without the use of aids, the employee is regularly required to sit, stand or walk for extended period of time; dexterity of hands and fingers to operate a computer and sustain repetitive motion of wrists and hands for intervals of time, telephone and other standard office equipment; see and read a computer screen and printed matter; hear and understand speech at normal levels on the telephone or in person; speak so that others may understand at normal levels and on the telephone; and grasp, push, pull and move, lift and/or carry up to 10 pounds.

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

**Approval Date:** June, 1994

**Revised Date:** June 18, 2013

**Revised Date:** June 15, 2021