

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 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 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.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

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

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.

Make daily reminder calls for CalSTRS appointments.

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 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.

Skill and Ability to (continued):

Coordinate activities to keep telephone communications running smoothly and efficiently.

Prioritize workload to accommodate frequent interruptions and assignments.

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:

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

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