

BRIEF DESCRIPTION OF POSITION:

Under the direction of the Director of Human Resources, operates and maintains the electronic/computerized District office telephone system; receives telephone calls and visitors to the District office and directs to the appropriate department; performs general clerical duties, as time allows. Provides a variety of additional clerical support to the Human Resources Department

STATEMENT OF TYPICAL DUTIES:

- a. Assures efficient operation and maintenance of the District's electronic/computerized telephone system. *E*
- b. Answers incoming calls to the District office and refers callers to proper department or person; answers routine questions. *E*
- c. Greet visitors to the District office and provides general assistance, directions, and information. *E*
- d. Assists and support human resources with various clerical duties
- e. Receives and distributes electronic job applications and payroll checks/ pay stubs. *E*
- f. Performs other related tasks and assumes responsibilities as may be assigned by proper authority. *E*

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Telephone techniques and etiquette.
- Modern office practices, procedures and equipment.
- Simple record keeping techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Verbal and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Customer Service Skills

Ability to:

- Operate the electronic/computerized a telephone system.
- Communicate effectively both verbally and in writing.
- Meet and assist the public in a tactful and courteous manner.
- Perform clerical duties such as filing, duplicating and word processing.
- Operate a computer and copier.
- Understand and follow verbal and written directions.
- Type 50 words per minute.
- Maintain confidentiality
- Establish and maintain cooperative and effective working relationships with others.
- Ability to speak Spanish desirable.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of related experience.

PHYSICAL CHARACTERISTICS:

Must be able to bend, stoop, reach, lift and stand for prolonged periods; see to read fine print; depth perception to file; use hands and fingers to operate office equipment; speak clearly; and hear well enough to communicate effectively in person and on the telephone to be able to perform all tasks.

WORKING CONDITIONS:

District Office environment.