DISTRICT RECEPTIONIST-BILINGUAL / SUBSTITUTE CALLER

Purpose Statement
The job of District Receptionist-Bilingual / Substitute Caller was established for the purpose/s of greeting and directing visitors with specific responsibilities including: responding to inquiries from staff, the public, parents, students, etc. by providing requested information and/or referral to other parties in both English and Spanish; and, using specific software, provide administrative and clerical support by receiving and recording information relating to employee absences.

Essential Functions
- Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages.
- Arranges for substitute services and communicates to sites for the purpose of providing information relative to absences reported and substitute services arranged.
- Distributes items within the site (e.g. special delivery and overnight mail/packages, messages, application packets, checks, etc.) for the purpose of ensuring receipt to addressee.
- Greets individuals entering the building (e.g. visitors, parents, students, vendors, etc.) for the purpose of responding to inquiries; and/or directing individuals to appropriate location in accordance with established building security procedures.
- Maintains building and district-wide information (e.g. use schedules, staff directories, emergency contacts, etc.) for the purpose of providing reference information.
- Maintains reception area materials (e.g. job announcements, newsletters, event calendars, articles about education, a list of telephone numbers of other educational facilities, keys, etc.) for the purpose of providing resource information to visitors.
- Performs general clerical functions (e.g. scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations.
- Provides information and training to employees relating to absence reporting procedures and substitute services, for the purpose of supporting staff members with their absences and substitute needs.
- Receives a variety of items (e.g. mail, special deliveries, packages, supplies, etc.) for the purpose of distributing materials to appropriate parties.

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; understand written procedures, write routine documents, speak clearly; 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.
ABILITY is required to schedule activities and/or meetings; collate data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing specific, defined processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize specific, job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is limited. Specific ability-based competencies required to satisfactorily perform the functions of the job include: maintaining confidentiality; adopting to changing priorities; working with frequent interruptions; communicating with diverse groups displaying tact and courtesy; handling complaints, diffusing customers; multi-tasking; the ability to read, write, translate and interpret English and Spanish; provide translation and assistance in Spanish to limited and non-English speaking members of the community; make sure that visitors to the building sign in and keep record of the sign-in sheets.

Responsibility
Responsibilities include working under limited supervision using standardized routines; providing information and/or advising others; maintaining the daily substitute caller/absences tracking services of the District; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job’s functions. There is a continual opportunity to have some impact on the organization’s service.

Working Environment
The usual and customary methods of performing the job’s functions require the following physical demands: some lifting, up to 20 pounds, carrying, pushing, and/or pulling, up to 20 pounds; and significant finger dexterity. Generally, the job requires 90% sitting, 5% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Experience  
Job related experience is required.

Education  
High School diploma or equivalent.

Equivalency  
Any combination equivalent to: graduation from high school and two years of general clerical experience, including one year of general office experience.

Required Testing
Pre-employment Proficiency Test
Pre-employment Physical Exam (may be required)

Continuing Education / Training
Incumbent may be required to attend specific training as requested by the District

Certificates & Licenses
None Specified

Clearances
Criminal Justice Fingerprint/Background Clearance
TB Clearance

FLSA Status
Non Exempt

Salary Grade
Range 31

Approval Date
June 18, 2015