



LOMPEC UNIFIED SCHOOL DISTRICT

DISTRICT RECEPTIONIST/SUB CALLER-BILINGUAL

JOB SUMMARY:

Under the direction of the Assistant Superintendent- Human Resources, greet and direct visitors to District Offices and staff; responding to inquiries from staff, the public, parents, and students; provide requested information or referral to other parties in both English and Spanish; operate Frontline Absence Reporting System and provide administrative and clerical support by receiving and recording information relating to classified and certificated employee absences.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greet and direct visitors to District Offices and staff; responding to inquiries from staff, the public, parents, and students; answer telephone system, screening calls, transferring calls, responding to inquiries and/or taking messages; provide requested information or referral to other parties in both English and Spanish.
- Operate Frontline Absence Reporting System and provide administrative and clerical support by receiving and recording information relating to classified and certificated employee absences; arrange for substitute services; communicate to sites and provide information related to absence reported and substitute services arranged.
- Create and maintain a variety of permanent, and substitute employee profiles within the Absence Reporting System for the purposes of providing appropriate access to organizational user accounts, provide employee types, absence and vacancy reasons, create templates for campus users to run reports.
- Assists in updating location, phone #, and hours of operation changes for school programs within the Absence Reporting System (Frontline) when needed, enters the annual work calendars for 9, 10, 11, and 12 month classified employees as well as certificated staff.
- Distribute items within the District Office, including special delivery and overnight mail/packages, messages, application packets, checks, and other items; receive a variety of items mail for the purpose of distributing materials to appropriate parties
- Greet individuals entering the building, including visitors, parents, students, and vendors; respond to inquiries; and direct individuals to appropriate location in accordance with established building security procedures.
- Maintain building and district-wide information, including use schedules, staff directories, and emergency contacts.
- Maintain reception area materials, including job announcements, newsletters, event calendars, articles about education and other related to providing resource information to visitors.
- Perform general clerical functions, including scheduling, copying, faxing, data entry, filing, and other related duties to supporting office operations.
- Provide information and training to employees relating to absence reporting procedures and substitute services, supporting staff members with their absences and substitute needs.

OTHER DUTIES:

District Receptionist/Sub Caller- Bilingual

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

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

Licenses and other Requirements

- Incumbents in this class must successfully pass the District's biliterate/bilingual test

Knowledge of:

- Operation of a centralized telephone system.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, courtesy, and diplomacy.
- Modern office practices, procedures, and equipment.
- Oral and written communication skills.
- Operation of a computer and assigned software.
- Correct English usage, grammar, punctuation, spelling and vocabulary.

Ability to:

- Answer telephones and greet the public courteously.
- Read, write, translate, and interpret English and Spanish.
- Provide translation and assistance in Spanish to limited and non-English speaking members of the community
- Learn and explain organization, procedures, and policies of assigned office.
- Provide information, directions, and assistance.
- Receive, sort, and distribute mail.
- Perform general clerical support duties including typing, filing, and duplicating.
- Communicate effectively both orally and in writing.
- Operate a variety of office equipment including a computer terminal.
- Complete work with many interruptions.
- Communicate with diverse groups displaying tact and courtesy, handling complaints, diffusing customers.

WORKING CONDITIONS:

Work Environment:

- Office environment.
- Constant interruptions.

Physical Demands: 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.

- Hearing and speaking to exchange information in person or on the telephone.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Seeing to read a variety of materials.
- Bending at the waist, kneeling or crouching to file materials.

District Receptionist/Sub Caller- Bilingual

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

FLSA Status: Non Exempt

Personnel Commission First Reading: October 20, 2022

Personnel Commission Approval Date: November 17, 2022

Board Approval Date: February 14, 2023

Salary Range: 31