

WESTMINSTER SCHOOL DISTRICT CLASSIFICATION STATEMENT

TITLE: DISTRICT OFFICE RECEPTIONIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, provides information, assistance, and directions to persons entering the District office; answers telephones and transfers calls; performs a variety of responsible and technical clerical duties, such as typing, filing, and maintaining records in support of District Office departments.

ESSENTIAL DUTIES:

Greets the general public and visitors to the District office; provides information and/or directs them to the appropriate person or office.

Answers incoming telephone calls; provides information and transfers calls as appropriate; takes and relays messages; provides operator assistance.

Updates and maintains district map with appropriate school attendance boundaries and advises public regarding boundaries and school enrollment.

Answers District's emergency two-way communication system and takes necessary action to respond to emergencies.

Performs a variety of technical clerical functions in support of the Assistant Superintendent Human Resources and District Office departments as needed; types, files, sorts materials, and maintains records.

Creates employee identification badges.

Maintains calendar of meeting room use for district office.

Operates district telephone equipment, typewriter, computer work station, fax, copier, and identification badge preparation equipment.

OTHER REPRESENTATIVE DUTIES:

May receive phone calls from employees reporting absences and assign substitutes using the SubFinder system as needed.

Maintains a notebook of job vacancies for classified and certificated employees from other districts.

May assist the Personnel Technician in the processing of new employees.

Accesses information via the District's computerized records and data management system.

Monitors security system and grants appropriate access for visitors and District staff.

May distribute paychecks to employees.

Performs other related duties as required or assigned.

ORGANIZATIONAL RELATIONSHIPS:

Supervision: Reports to, receives direction from, and is evaluated by the Assistant Superintendent, Human Resources.

Internal Contacts: Frequent contacts with district personnel in all roles and at all work locations.

External Contacts: Ongoing frequent contacts with members of the general public, in person and by telephone.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Oral communication skills and techniques.

Multi-line telephone system operation.

Telephone techniques and etiquette.

Modern office practices, procedures, and equipment, including knowledge of a computer work station.

Interpersonal skills; using tact, patience, and courtesy.

District organization, operations, policies and objectives related to assigned function.

General clerical skills; including typing, filing, and sorting of office materials and correspondence.

Record-keeping techniques.

Standard American English usage, grammar, spelling, punctuation, and vocabulary.

ABILITY TO:

Navigate the Internet.

Keyboard at 45 words net per minute from clear copy.

Learn the District's substitute system (SubFinder) to view and fill employee absences.

Perform responsible and complex technical clerical work with accuracy and speed.

Prepare correspondence and/or reports as assigned.

Maintain confidentiality and utilize discretion in all communications.

Greet visitors and general public in a courteous and tactful manner, and communicate effectively with them.

Provide information, assistance, and directions to callers and visitors.

Maintain records.

Operate a typewriter, computer work station, calculator, fax, copier, and identification badge preparation machine.

Learn the District's telephone system its organization, functions, and work locations quickly.

Answer and initiate telephone calls and relay information.

Understand and follow both oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: (1) graduation from high school; and (2) two (2) years of increasingly complex and varied clerical experience including experience in the operation of multi-line telephone systems.

LICENSES OR OTHER REQUIREMENTS:

Possession and maintenance of a valid California Driver's License.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, or crouch. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

While performing the duties of this job, the employee generally works in an open office environment; with employees and others regularly entering or leaving the area through corridors or adjacent doors used for ingress or egress from the building. The noise level in the work environment is usually moderate.

PREPARED BY:	Classified Personnel Department	DATE: 2/89
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