



SAN MATEO UNION HIGH SCHOOL DISTRICT

CLASSIFIED JOB DESCRIPTION

JOB TITLE: DISTRICT RECEPTIONIST/HUMAN RESOURCES TECHNICIAN
REPORTS TO: Deputy Superintendent of HR/Student Services **SITE:** District Office
CLASSIFICATION: Classified Bargaining Unit **WORK YEAR:** 12 Month
SALARY: Range 35/38 – Classified Salary Schedule
APPROVED BY THE BOARD OF TRUSTEES: November 12, 2020

JOB SUMMARY:

Under general supervision, serve as District Office central receptionist and telephone operator, and perform various responsible clerical support. Assist callers by providing routine information regarding District policies, procedures, and operations. Greet visitors and perform clerical work such as typing, record keeping, document preparation, filing, scheduling and processes incoming mail and packages. The employee uses initiative in carrying out recurring assignments but refers deviations, problems, and unfamiliar situations to the Deputy Superintendent of Human Resources and Student Services for decision or guidance. Other responsibilities include processing co-curricular positions and coaches, and input data into integrated Human Resources Information System (HRIS). Perform other related duties as assigned.

ESSENTIAL FUNCTIONS:

1. Serve as District receptionist for faculty and the general public. Receive and route incoming calls, and take and transmit messages.
2. Assist callers by providing routine information regarding District policies, procedures, and operations and/or referring callers to appropriate resources.
3. Greet visitors, determine their needs and direct them as appropriate.
4. Receive, sort and distribute incoming mail and packages; keep mail related records and logs.
5. Perform general clerical work including word processing, typing forms, proofreading materials, filing, record keeping and assembling or otherwise preparing materials.
6. Order office supplies and keep supply cabinets stocked.
7. Assist in the inter- and intra-district transfer process.
8. Verify and input all coaches and co-curricular position information into the integrated HRIS; verify data information on all coaches in SportsNet; conduct new hire onboarding orientation; generate contracts for co-curricular positions and processes contracts coaches.
9. In conjunction with the Student Services department may schedule priority enrollment appointments.
10. Prepare personnel items for submission to the Board of Trustees agenda meetings.
11. Train relief and substitute telephone operators.
12. Maintain conference room schedule.
13. Keep on screen lobby display up to date with current events.
14. Reconcile applicants for Department of Justice billings.
15. Maintain coaches and co-curricular personnel files.
16. Maintain stipend records on all coaches and co-curricular positions.
17. Generate end of season Coach Recognition data.
18. Prepare routine correspondence.

Employment Standards:

- Incumbent must be able to perform essential functions above plus assigned Human Resources Technician essential functions with or without reasonable accommodation.
- Incumbent must maintain a positive, helpful, constructive attitude and working relationship with the department supervisor and departmental employees, other District employees, administrators, the Board of Trustees, students, parents and the general public.

EDUCATION:

- High School diploma or equivalent plus coursework or professional training in the office occupations field.

KNOWLEDGE OF:

- Proper telephone and reception techniques and etiquette.
- Basic office practices and procedures, including correspondence, record keeping, telephone techniques, filing systems, and operation of common office equipment and computer hardware and software.
- Use of Microsoft Office and Google applications.
- Systems and procedures used for updating and maintaining variety of records.
- Proper English usage, grammar, punctuation, vocabulary and spelling.
- Business mathematics.
- District policies and procedures.

EXPERIENCED WITH:

- Project a positive, professional image by phone and in person.
- Operate a multi-line telephone console and manage multiple calls efficiently.
- Make accurate decisions and use sound judgement within the framework of policies, procedures, and guidelines.
- Maintain a high level of integrity and discretion in communicating with colleagues and the public; recognize information that should be handled as confidential.
- Interact with public, staff and administration in a professional manner.
- Deal effectively with upset callers or visitors.
- Understand and carry out oral and written directions.
- File alphabetically, numerically and chronologically.
- Keyboard at a speed of 45 WPM.
- Perform clerical work with speed and accuracy.
- Learn, interpret, and communicate department rules, regulations, and policies.
- Communicate effectively both orally and in writing.
- Make arithmetical calculations using a calculator.
- Meet schedules and time lines.
- Observe health and safety regulations.
- Meet District standard of professional attitude as outline in Board Policies 4119.21, 4219.21, & 4319.21, Professional Standards for Classified Employees.

PHYSICAL DEMANDS/WORKING CONDITIONS WITH OR WITHOUT REASONABLE ACCOMMODATIONS

- Ability to sit for long periods of time.
- Ability to work in a fast paced environment
- Ability to operate a computer keyboard and calculator.
- Ability to multitask in a busy environment
- Ability to tolerate noise level in the working environment.

OTHER REQUIREMENTS (PRIOR TO EMPLOYMENT):

- Must successfully pass the District’s pre-employment Department of Justice fingerprint clearance.
- Must successfully pass the District’s pre-employment tuberculosis testing.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of the position and are not intended to reflect all duties performed within the job. Incumbents may be required to perform other job-related tasks other than those specifically presented in the description.

SMUHSD is an equal opportunity employer in compliance with the Americans with Disabilities Act and all other applicable Federal, State, and Local regulations.

SMUHSD Equity Vision

Vision: All students will learn in a safe, inclusive and equitable environment that validates, respects and honors their unique backgrounds, interests and identities.

Mission: We will continually identify, disrupt and eliminate institutional biases and barriers to ensure that all students have the skills and knowledge to thrive physically, emotionally, and academically.

Equal Opportunity Employer Statement

San Mateo Union High School District is an equal-opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. SMUHSD makes hiring decisions based solely on qualifications, merit, and business needs at the time. For more information, read through our [Nondiscrimination in Employment](#) policy.

[Equity Flyer](#)

[BP0415.1 Racial Equity](#)

[AR0415.1 Racial Equity](#)

DISASTER SERVICE WORKERS:

All San Mateo Union High School District employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.