

BURBANK UNIFIED SCHOOL DISTRICT

CLASS TITLE: DISTRICT OFFICE RECEPTIONIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform receptionist duties at the District Administration Building; operate a centralized telephone system; greet and assist visitors to the office; receive, sort and distribute incoming, outgoing and internal mail and correspondence; perform a variety of clerical support duties including record-keeping duties as assigned.

REPRESENTATIVE DUTIES:

Perform receptionist duties at the District Administration Building; operate a centralized telephone system directing calls to appropriate personnel; receive and transmit messages; provide general information and assistance to callers.

Greet and assist parents, students and other visitors; screen and direct visitors to appropriate offices, school sites and personnel; distribute a variety of materials to visitors; provide information to visitors as needed.

Review telephone bills for schools and departments and process according to established procedures.

Process bulk mailings for schools and departments according to established procedures.

Communicate with appropriate telephone company as needed to resolve problems, arrange for installation or changes and to maintain efficient service.

Receive, sort, and distribute incoming, outgoing and internal mail and correspondence; receive and distribute incoming packages; maintain related records, forms, logs and documents.

Provide training and work direction to relief receptionists as assigned.

Perform general clerical support duties including filing, duplicating, typing, assembling and distributing a variety of materials including letters, memoranda and informational packets.

Operate a variety of office equipment including but not limited to calculator, computer, and word processing hardware, printer, copier, scanner, postage machine, public address system, and two-way radio.

Maintain lobby area in an orderly condition; organize and update bulletin board and job posting carousel.

Perform other duties as related to job description.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Operation of a centralized telephone system and related equipment.
- Telephone techniques and etiquette.
- District employee locations, departments and extensions.
- Basic postal rates and regulations.
- Modern office practices, procedures and equipment.
- Interpersonal skills using tact, courtesy and diplomacy.
- Oral and written communication skills.
- Record-keeping techniques.
- Operation of a variety of office equipment, postage machine, computer and assigned software.
- Correct English usage, grammar, punctuation, spelling and vocabulary.

ABILITY TO:

- Answer telephones and operate telephone system.
- Perform general clerical support duties including typing, filing and duplicating.
- Maintain routine records.
- Communicate effectively both orally and in writing.
- Communicate clearly by telephone and in person.
- Provide information, directions and assistance.
- Receive, sort and distribute mail.
- Prepare and maintain a variety of records and logs.
- Understand and follow oral and written directions.
- Work cooperatively and effectively with others.
- Work independently with little direction.
- Greet and direct visitors.
- Operate a variety of office equipment.
- Complete work with many interruptions.
- Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Graduation from high school or equivalency and one year related experience.

WORKING CONDITIONS:

District office reception and mail room environment. Subject to constant interruptions. Subject to exposure to communicable diseases.

Job Study-1/2020