RECEPTIONIST - DISTRICT OFFICE

Purpose Statement

The job of Receptionist is done for the purpose/s of responding to inquiries from staff, the public, etc. to provide requested information and/or referral to other parties; and providing general clerical support as may be requested. Under the direction of an assigned supervisor, answers telephones, communicates with, greets and assists students, parents, staff, and visitors. Supplemented by performing a variety of general clerical duties in support of an assigned office.

Essential Functions

- Greets and assists visitors, callers, students, vendors, etc. by communicating orally and in writing and in English and a designated second language as needed for the purpose of responding to their inquiries and/or directing them to appropriate personnel
- Engages in conversation to properly assist visitors in providing relevant information and direction
- Screens inquiries from staff, other educational institutions, the public, parents and/or students for the purpose of providing required information and/or identifying appropriate parties to address immediate issues
- Ensures all guests are appropriately checked for clearance through the Raptor or selected security system
- Answers multi-line telecommunication system for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages
- Receives and relays messages as appropriate; directs messages to appropriate personnel; responds to inquiries and explains routine office, departmental, school, District, and program policies and procedures according to established guidelines
- Communicates with other departments, District staff and outside organizations regarding office operations, activities, policies and procedures and district office and student information
- Maintains confidentiality and professionalism
- Evaluates situations (e.g. involving other staff, students, parents, the public agency representatives, etc.) for the purpose of directing to appropriate personnel for resolution
- Responds to requests, complaints and questions from officials, staff, the public, and District visitors following district procedures and the provision of appropriate information and forms
- Receives Subpoenas with confidential information, recording date and time of receipt and immediately forwards to the Superintendent's office
- Serves as an interpreter and translator in a designated second language as needed
- Responds to emergency calls and notifications, inquiries of staff, other educational institutions, the public, parents and/or students for the purpose of identifying appropriate parties to address immediate issues and notifies and provides updates to delegated staff
- Participates in emergency lockdown procedures as appropriate
- Reports animal nuisance issues and concerns to the appropriate entity and provides alerts to related sites and staff
- Monitors email inquiries sent to info@ttusd.org; responding to and or forwarding inquiries to the appropriate staff member
- Monitors the digital flyer approval process
- Operates a variety of office equipment including a copier, fax machine, calculator, computer and assigned software
- Duplicates items; assembles packets; packages and distributes completed copies
- Orders And Maintains supplies, district forms, etc. for the purpose of ensuring availability of items as needed
- Maintains, generates, compiles and files reports for a variety of records for the purpose of ensuring accuracy of files and complying with district, federal and state regulations as directed
- Performs Live Scan (fingerprinting) duties for employee candidates, volunteers, and others as necessary
- Performs broad array of general and program specific clerical functions (e.g. compiling data, updating databases, composing documents, preparing written materials, scheduling express mail, disseminating mail,

faxing, filing, etc.) for the purpose of supporting assigned administrator and/or assisting central office support staff in the performance of their assignments
- Prepares written materials (e.g. reports, logs, memos, notes, letters, email, etc.) for the purpose of documenting activities, providing reference and/or conveying information
- Processes and/or receives mail, supplies, messages, etc. for the purpose of disseminating materials to appropriate parties
- Assists other personnel as assigned for the purpose of supporting them in the completion of their work activities
- Attends meetings as assigned for the purpose of conveying and/or gathering information
- Ensures that the lobby area doors are opened at the start of business hours and securely closed at the end of business hours
- Monitors the lobby area to ensure that noise levels are acceptable and not causing a disturbance
- Monitors and assists students while in the building ensuring safety at all times
- Monitors guests and facility use approvals for the district office with the Facilities Department to include approval for school site use
- Monitors public and restrooms and notifies appropriate staff of any required assistance
- Upholds any/all health emergency mandates enforced by the District
- Accompanies cleared vendors through the building for any regularly scheduled services
- Other related duties as assigned

Job Requirements & Skills

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: applying pertinent codes, policies; communicating with diverse groups; operation standard office equipment including utilizing pertinent software applications; and preparing and maintaining accurate records. Confidentiality and a high level of professionalism are required.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge is required to satisfactorily perform the functions of the job includes: business telephone etiquette, communication and office methods and practices; knowledge of Excel, Google Drive programs, and the ability to learn the School Information System (SIS); correct oral and written usage of English and a designated second language; modern office practices, procedures and equipment, telephone techniques and etiquette; basic operation of a computer and assigned software; basic record-keeping and filing techniques; correct English usage, grammar, spelling, punctuation and vocabulary; oral and written communication skills; Interpersonal skills using tact, patience and courtesy.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operates equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize specific, job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited to moderate. Specific abilities required to satisfactorily perform the functions of the job include: Speak, read, write, translate and interpret English and a designated second language with accuracy and comprehension; answer telephones and greet the public courteously; communicate effectively both orally and in writing; perform routine clerical duties such as filing, typing, duplicating and maintaining records; learn basic terminology, processes and operations of an office environment; type or input data at 25 words per minute from clear copy; understand and follow oral and written directions; operate a variety of office equipment including a computer and assigned software; establish and maintain cooperative and effective working relationships with others; complete work with many interruptions; receive, sort and distribute mail; interacts with other with patience and courtesy; demonstrate good judgment, is approachable and professional in attitude and demeanor; ability to work under pressure and deadlines; ability to work with diverse populations

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing multiple tasks related to a high level of customer service; maintaining confidentiality and

professionalism.. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Work Environment
The work environment is an office environment with continual interruptions as you are serving the public and guests of the district office. The usual and customary methods of performing the job's functions require the following physical demands: Sitting for extended periods of time, occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling, significant fine finger dexterity, hearing and speaking to exchange information and make presentations. The job is performed under some temperature extremes and some hazardous conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS: Bilingual in English and Spanish, oral and written. Must be able to consistently work with the public and staff in a positive, professional and confidential manner; Ability to use typical office machines and computer software.

MINIMUM EDUCATION: High school diploma or equivalent and 3 or more years of clerical experience in an office environment. Incumbents are primarily responsible for communicating, interacting, greeting, and assisting District visitors, by phone, interpersonally, orally, and in writing, in both English and a designated second language for limited or non-English speakers, supplemented by general clerical support to an office while working under immediate supervision.

Experience
Job related experience with increasing levels of responsibility
Minimum of 3 years of clerical experience in an office environment

Certificates & Licenses
None Specified

Education
Graduation from high school, or equivalent, and sufficient training and experience to demonstrate the knowledge and abilities listed above. Fluently speak, read, write, and translate information in English and a designated second language (Spanish) with accuracy. Keyboard or input data at 25 words per minute from clear copy.

Clearances
DOJ/FBI Fingerprint Clearance
TB Clearance

Required Testing
Successful Completion of Pre-Employment Process

Supervision
Coordinator of District Communications
Superintendent Chief Learning Officer

Additional Qualifications
Ability to travel to other sites/locations

Salary Grade
Classified Range 22

Continuing Education/ Training
Training attendance at workshops as appropriate

Work Year & Hours
260 Days - District Office Hours