Ocean View School District

17200 Pinehurst Lane • Huntington Beach, CA 92647 • (714) 847-2551 • www.ovsd.org

District Receptionist

JOB SUMMARY:

Under general supervision of the Superintendent, serves as the District receptionist, greeting and assisting visitors to the District; operates a multi-line telephone system; receives callers, determines nature of business and directs callers to appropriate destination; provides routine information to the public with tact, patience**,** and courtesy; performs a variety of clerical duties and does related work as is necessary and required. The incumbent provides written and oral communications, and information about District services.

CLASS CHARACTERISTICS:

This class is responsible for receiving, greeting, and directing callers and visitors to the correct department. Incumbents will have contact with parents, teachers, administrators/managers, employees from other departments, other public agencies, Board members, Personnel Commissioners, and the general public. This class is clerical in nature, responsible for handling and routing a large volume of phone calls, mail items, and acting as the District office receptionist.

REPRESENTATIVE DUTIES:

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

Essential Duties

- Operate a multi-line telephone system, answering telephone calls and making necessary ~~connections~~ transfers;
- Serve as District Office receptionist, receiving and referring visitors to the appropriate individual or department;
- Greet, assist**,** and provide routine information to the public;
- Answer inquiries, provide information and/or explain rules, regulations, and policies for the public clearly, effectively, and with tact;
- Compile data and prepare District calendars; maintain schedule of Board room and other meeting rooms; and post daily District meetings on electronic view board;
- Pick-up/receive, sort, and distribute District office mail for Superintendent's Office on a daily basis;
- Assist the Superintendent's office staff in preparing and/or copying and assembling lists, records, reports, labels, agendas**,** and correspondence as required;
- Perform a variety of clerical duties including, but not limited to, word processing, proofreading, filing and preparing, assembling**,** and distributing materials;
- Operate a variety of office equipment**,** including a personal computer;
- Ensure that the receptionist area is covered during working hours.

Other Related Duties

- Order office supplies as needed;
- Coordinate approval and distribution of flyers to District sites;
- Compile and prepare assigned Board agenda items using established format.

SUPERVISION:

Receives general supervision from the Superintendent. Daily assignments and direction are provided by Superintendent's Executive Assistant. Checks with Superintendent's Executive Assistant regarding non-routine assignments. Supervision is not exercised over other employees.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Operation of a multi-line telephone system;
- Business office telephone techniques and etiquette;
- Modern office methods, procedures, terms and equipment including a basic knowledge of Microsoft Office word processing, spreadsheet, presentation, database, email and internet computer applications;
- English usage, spelling, grammar;
- Standard record keeping, filing systems, and procedures;
- Basic math used in an office environment.

Ability to:

- Operate a multi-line telephone system with speed~~,~~ and accuracy;
- Communicate clearly and give concise, accurate responses, handling callers and visitors with tact, patience, courtesy, graciousness**,** and in a manner that reflects positively on the District;
- Operate various standard and specialized office equipment**,** including personal computers and copiers;
- Effectively utilize Microsoft Office word processing, spreadsheet, presentation, database, email and internet computer applications, such as Google Docs, Sheets, etc.
- Maintain accurate records;
- Perform mathematical computations with speed and accuracy;
- Work effectively in a demanding environment;
- Prioritize work and conflicting demands;
- Communicate effectively both orally, and in writing;
- Establish and maintain effective interpersonal relationships and effectively communicate using tact, patience and courtesy in a manner that reflects positively on the District;
- Keyboard at a net corrected speed of 40 words per minute.

EMPLOYMENT STANDARDS:

Education:

- High school diploma or equivalent

Experience:

- One (1) year of receptionist or office clerical experience including use of a multi-line telephone system and public contact.
- Experience working in a school district is highly desirable.
- Knowledge of Aeries Student Data System is highly desirable.

PHYSICAL DEMANDS, WORKING ENVIRONMENT AND HAZARDS:

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:
This job operates in an office environment, predominately seated. This role routinely uses standard office equipment such as computers, phones, copy machines, calculators, filing cabinets, and fax machines. The noise level can vary depending upon daily activity but will remain within moderate noise level range. The incumbent may have direct and indirect contact with the public, students, District staff, and employees of other districts. The position may require working with high volume, tight deadlines, being subject to frequent interruptions, and without direct guidance from supervisor.

Physical Demands:
While performing the duties of this job, the position is continuously required to sit, talk, hear, and use repetitive motions of the wrists, hands, and fingers. The work involves little to light physical efforts; may occasionally exert up to 20 pounds of force. This position requires near visual acuity sufficient to use a computer screen.

SALARY RANGE

Range 31
Classified Bargaining unit

Revised 2/01, 6/10/04, 9/11/14
Job Description Review and Revisions Effective: 5/12/16
Job Description Review and Revisions Effective: 3/21/25