



Excellence for all.

Job Title: Office Assistant/Receptionist- Bilingual Preferred

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Basic Function: Under the direction of the Human Resources Director or an assigned supervisor, perform receptionist and general clerical duties in support of District operations.

Distinguishing Characteristics:

The clerical family of job descriptions clarify how each job within this classification fits within the organization and to assist in identifying key differences between classifications which may appear otherwise similar. The Office Assistant/Receptionist position is the receptionist at the District Office. The job duties are equivalent to that of Staff Secretary.

Representative Duties:

Essential Functions:

- Maintain District standards of excellent customer service and professional behavior in various and sometimes challenging situations.
- Access and monitor District email daily to receive important updates from school and District administration.
- Participate in staff development and in-service training programs as assigned.
- Initiate and answer telephone calls; take and transmit messages; schedule appointments; explain program policies and procedures within the scope of authority; provide information of a general or limited technical nature.
- Receive, greet and direct visitors as appropriate; provide a variety of routine information to staff, students, parents and the general public.
- Maintain a central waiting area and high volume of activity subject to constant interruptions.
- Receive, sort and route internal and external mail; sort and file documents, maintain databases as directed.
- File, check and record information as directed, review newspapers and maintain file of District news items.
- on District Office equipment.
- Perform a variety of record-keeping duties and clerical maintenance.
- Provides clerical support for the Human Resources office, may assist other departments in the performance of a variety of clerical, record-keeping duties and data maintenance as directed.
- Perform entry level maintenance of substitute system for classified and certificated employees; obtain substitutes as needed for schools and District Office.
- Compile information from various sources and type a variety of forms; compile and tabulate statistical data as directed.
- Establish and maintain a variety of records, files and logs. Maintain calendars; schedule meetings; notify participants; compile and duplicate materials as needed.
- Translate and interpret in English and Spanish, may compose and prepare correspondence in English and Spanish; may translate letters, notices and documents from English to Spanish.
- Assist with communication between District Office staff and parents; receive phone calls from Spanish-speaking parents and relate matters to District Office staff; phone parents to disseminate information.

Other Duties:

- Performs related duties as assigned.
- May be assigned out of class work as prescribed by Merit Rules and Regulations.

Knowledge and Abilities:

Knowledge of:

- District standards of excellent customer service, interpersonal skills using tact, patience, and courtesy.
- Modern office practices, methods and procedures including receptionist and telephone techniques and etiquette.
- Principles and procedures of record-keeping and, data control procedures and data entry operations
- Correct usage, grammar, spelling and punctuation of English and a designated second language.
- Interpersonal skills using tact, patience, and courtesy.
- Principles of good employee/public relations.

Ability to:

- Understand and follow oral and written directions.
- Establish and maintain effective and cooperative working relationships with others.
- Communicate respectfully and effectively with students, staff, and the public.
- Learn and incorporate new skills, techniques and/or industry trends.
- Maintain regular and consistent attendance.
- Operate a high-volume multi-line telephone system.
- Learn and apply appropriate District rules and procedures.
- Perform general clerical and receptionist duties with speed and accuracy.
- Operate standard office equipment.
- Compile information from various sources and type a variety of forms; compile and tabulate statistical data as directed.
- Operate a variety of office equipment, including standard software systems.
- Communicate effectively both orally and in writing in English and a designated second language.
- Read, write, speak, interpret and translate accurately in English and a designated second language.
- Maintain records and prepare reports.

Education/Licenses/Experience: Any combination of experience and training that would likely provide the required knowledge and abilities to perform the essential job functions is qualifying. A typical way to obtain the knowledge and abilities would be graduation from high school supplemented by one year performing general clerical and receptionist duties, including writing, reading, speaking, interpreting, and translating accurately in English and a designated second language. Successful completion of the Merit examination process is required.

Working Conditions:

Environment: Office environment. Driving a vehicle to conduct work. Constant interruptions.

Physical Demands: Dexterity of hands and fingers to operate a computer keyboard and other office equipment. Sitting or standing for extended periods of time. Bending at the waist, kneeling or crouching. Seeing to read a variety of materials. Hearing and speaking to exchange information in person or on the telephone.

Emergency Conditions: Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Salary Range: 120

Adopted by Personnel Commission: 2000

Revised: February 17, 2021

Personnel Commission Classification/Compensation Study Approved: July 12, 2023