MT. DIABLO UNIFIED SCHOOL DISTRICT
Position Description

DISTRICT OFFICE RECEPTIONIST

Summary Definition

The District Office Receptionist performs a variety of clerical and administrative duties that require independent judgment and thorough knowledge of district policies and procedures. This position serves as the first point of contact for the public and employees, providing excellent customer service and managing inquiries through the district's main switchboard.

Directly Responsible To

Chief of Human Resources

Examples of Duties (to include, but not limited to):

E: Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

- Operates a switchboard to receive and place telephone calls for the district office and off-premises departments **E**
- Answers all incoming calls and connects to appropriate party
- Answers inquiries of callers and refers to appropriate party
- Takes and transmits messages
- Perform routine clerical duties such as filing, assembling and distributing materials **E**
- Perform a wide variety of clerical tasks requiring independent judgment and attention to detail.
- Compile, record, and maintain accurate information, files, and documentation. Inclusive of MDUSD Volunteer management for school sites. **E**
- Operate various office equipment, including computers and related software programs. **E**
- Review and check documents, records, and forms for accuracy, completeness, and compliance with rules and regulations. **E**
- Respond to inquiries, provide routine information, and refer complex questions to the appropriate personnel. **E**
- Greet and assist visitors to the district office, directing them to appropriate locations or staff members. **E**
- Serve as an information resource to employees and the public regarding district matters, policies, and procedures. **E**
- Assist in employee-related matters by interpreting and applying personnel rules, regulations, and procedures.
- Support employee processing, credential management, and the substitute system as needed.
- Other duties as assigned.

DESIRED QUALIFICATIONS

Training and Experience:

A combination of training and experience equivalent to one year of general office experience and the operation of a switchboard.

Knowledge of:

- Public schools and school district organization and operations
- Correct switchboard operation procedures and techniques

Skill in:

- Correct switchboard operation procedures and techniques
- Ability to exercise good judgment and tact.
- Ability to work effectively with all segments of the educational community and general public.
- Ability to speak and write effectively.

Licenses and certificates:

A valid California driver's license is required

Environment

Front Office environment: fast-paced work; frequent interruptions and high demand to multi-task and complete job duties with stringent specifications; maintains high regard for exemplary customer service.

Physical Abilities

Hear and speak to exchange information in person and on the telephone; communicate so others will be able to clearly understand normal conversation; dexterity of hands and fingers to operate a computer keyboard and manipulate paper; see to read, prepare documents and reports; sit or stand for extended periods of time; work at a desk, conference table, or in meetings in various configurations; hear and understand speech at normal levels; kneel, bend at the waist, reach overhead, above the shoulders and horizontally; lift objects weighing up to 25 pounds.

OTHER QUALIFICATIONS:

Must pass the District's pre-employment fingerprinting and TB testing.
Bilingual proficiency in English and Spanish to support communication with families and community members (not eligible for the bilingual stipend).

CST: Salary Range: 424;
260 days

Approved MDUSD Board of Education February 12, 2025