

REVISED CLASS SPECIFICATION
Switchboard Operator/Receptionist – Mail Service Assistant
Range 29

GENERAL PURPOSE

Under general supervision, operates a private branch exchange switchboard to receive, screen, and direct calls; provides standard information to callers; greets and directs visitors to district offices; performs basic telephone system administration duties; and performs related duties as assigned. Under general supervision, collects, sorts, meters, and distributes all district interdepartmental and U.S. mail; using automated equipment, stuffs, sorts, meters, and mails bulk mailings; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Switchboard Operator/Receptionist is responsible for receiving, greeting and directing callers and visitors to the correct department, while answering questions and providing information to the public, parents, and employees to the extent appropriate. The incumbent performs basic telephone systems administration duties, such as making personnel changes on existing extensions and diagnosing and resolving basic telephone system problems involving instrument and voice mail operations.

Switchboard Operator/Receptionist is distinguished from other administrative support classes in that an incumbent in the former class is responsible for handling and routing a large volume of phone calls and acting as the District office receptionist.

Mail Services Assistants are primarily responsible for sorting, metering, and distributing all incoming and outgoing U.S. mail and interdepartmental mail and materials. While carrying out these duties, incumbents operate sorting and stuffing equipment for bulk mailings, as well as postage metering equipment. Incumbents are expected to carry out assigned responsibilities rapidly and accurately, with a minimum of supervision.

Mail Services Assistant is distinguished from other administrative support classes by the incumbent's responsibilities for operating specialized equipment in carrying out their mail services duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. 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 class. There will typically be an assigned schedule for these duties.

1. Operates a private branch exchange switchboard to receive, screen, and direct incoming calls; answers questions and provides information to staff, students, parents, and the public as requested; trains relief operators on switchboard operations; places, receives, and completes long distance calls.
2. Performs receptionist duties, including greeting and directing visitors to appropriate office, department, or staff member.
3. Performs basic telephone system administration duties; troubleshoots and resolves routine telephone instrument and voice mail operations problems; makes routine changes to system computers in the switch room, such as adding/removing voice mail boxes and changing names of personnel assigned to existing lines and locations; refers more complex trouble calls to

Operations staff; distributes periodic memoranda and provides training to district staff on telephone use policies and procedures.

4. Sorts, weighs, and meters all outgoing U.S. mail and parcels; operates mail and mail inserter equipment to fold, stuff, sort, meter, and prepare high-volume mailings for mail collection; places mail in correct tubs and delivers to Post Office; calls Operations staff to pick up and deliver mail to the Post Office when mail exceeds 50 pounds.
5. Sorts incoming U.S. mail by department and school site location; sorts and distributes interdepartmental and U.S. mail to mail boxes for departments and sites; provides information on mailing procedures and serves customers at the mail center.
6. Monitors and arranges for postage meter replenishment in accordance with established procedures; maintains records and provides reports to Accounting of postage used by cost center; reconciles billings for express mail.
7. Troubleshoots and performs minor maintenance and repair of mail center equipment; works with maintenance and supply vendors to ensure proper operation and uptime of equipment and levels and quality of required supplies.
8. Follows and ensures consistent adherence with security procedures in the mail center.

OTHER DUTIES

1. Provides a variety of office administrative support to other departments and sections; opens and time-stamps mail; types requisitions; orders office supplies and materials; provides backup support to mail center operations.
2. Performs newspaper clipping services for Superintendent's office.
3. Performs special projects as assigned.
4. Maintains various logs and records of mail received or shipped
5. Provides backup as required for telephone/receptionist staff.

QUALIFICATIONS

Knowledge of:

1. Office administration practices and procedures.
2. Correct English usage, including spelling and punctuation.
3. The roles and functions of district departments, operations, and school sites.
4. District procedures and forms applicable to assigned duties, including telephone usage policies and procedures.
5. Word processing, spreadsheet, and other standard business software.
6. Basic practices and procedures for telephone systems administration.

7. Standard office practices and procedures, including filing and record keeping systems.
8. U.S. Postal Service postage rates and requirements for sorting and mailing letters, parcels, and other materials.
9. Operations and maintenance of mail equipment.
10. Standard business computer software similar to that used by the district.
11. Safety practices and procedures, including proper lifting techniques.

Ability to:

1. Operate a private branch exchange switchboard in efficiently and courteously handling a large volume of calls.
2. Operate a computer using word processing, spreadsheet, and other business software.
3. Operate other standard office equipment.
4. Communicate orally, clearly, and effectively in English and Spanish.
5. Understand and follow written and oral instructions.
6. Learn and apply new information required for assigned projects and responsibilities.
7. Use tact, discretion, and diplomacy in dealing with sensitive situations and concerned people.
8. Establish and maintain effective working relationships with district staff and administrators, parents, students, the public, and others encountered in the course of work.
9. Operate and perform minor maintenance on mail equipment, including folders, inserters, stuffers, and postage meters.
10. Operate a computer and use basic business software applicable to assigned duties.
11. Sort mail quickly and accurately, based on names, departments, school site locations, other entities, and U.S. mail requirements.
12. Understand and carry out written and oral instructions.
13. Organize work, set priorities, and carry out assigned responsibilities independently.
14. Prepare clear, concise, and accurate logs, records, and reports.
15. Communicate clearly and effectively, orally and in writing.
16. Establish and maintain effective working relationships with district managers, employees, and others encountered in the course of work.

Education, Training and Experience:

Graduation from high school or G.E.D. equivalent; and at least one year of clerical experience including switchboard operation and public contact and or one year of mail room experience involving sorting and preparation of materials for mailing; or some combination of education, training and experience that produces the requisite knowledge and ability.

Licenses; Certificates; Special Requirements:

OMSD Oral and Written Bilingual Test certificate; a valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, employees are regularly required to sit; talk or hear, in person or by telephone; use hands repetitively to finger, handle, feel, or operate computers and other standard office equipment; and reach with hands and arms; employees are frequently required to walk and stand; and lift up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, use of both eyes, and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and understand documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; learn and apply new information and skills; perform detailed work with constant interruptions; and interact with district administrators, staff, parents, students, the public, and others encountered in the course of work, some of whom are upset and dissatisfied.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions where the noise level is usually quiet as well as employees may work under typical mail room conditions, and are frequently exposed to fumes and airborne particles and toxic or caustic chemicals; loud or prolonged noise levels and vibrations.

Board Approval: June 13, 2019