

COLTON JOINT UNIFIED SCHOOL DISTRICT

CLASS TITLE: HIGH SCHOOL RECEPTIONIST/OFFICE ASSISTANT

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform receptionist duties at an assigned High School; operate a centralized multi-line telephone system directing calls to appropriate personnel; receive and transmit messages; receive, sort, distribute, and process incoming, outgoing and internal mail and correspondence; perform a variety of routine clerical support duties as assigned.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform receptionist duties at an assigned High School; operate a centralized multi-line telephone system directing calls to appropriate personnel; receive, screen and transmit messages and emails.

Greet and assist visitors; verify identity and issue visitor passes; screen and direct visitors to appropriate offices and personnel; direct visitors to a variety of materials in the receptionist area; provide assistance to callers, visitors and others regarding educational resources and services; respond to inquiries and provide basic information concerning related activities, programs, standards, practices, goals, objectives, processes, policies and procedures.

Receive, sort, distribute, and process incoming, outgoing, and internal mail, correspondence, packages, and delivery of forgotten educational items.

Perform a variety of general clerical duties in support of the school office including typing, filing, duplicating and distributing materials; prepare, format, proofread records, reports or related materials; establish and maintain filing systems.

Operate a variety of office equipment including a copier, printer, fax machine, a computer and assigned software.

Communicate with administrators, personnel, parents, and outside agencies to exchange information and resolve issues or concerns.

Operate a two-way radio and public address system, to locate, contact, and/or communicate with personnel, make announcements and dispatch security or staff as assigned.

May assist office staff with processing a variety of forms, packets and applications; may assist with creating flyers and certificates; may assist with ordering, receiving and maintaining appropriate levels of inventory of office supplies as required; distribute supplies and materials.

Compose correspondence from rough drafts or verbal instructions as assigned; establish and maintain filing systems; type and input data into an assigned computer system including reports, memoranda, records, lists, orders, documents and related data; perform research and compile information for assigned administrator as required.

Coordinate and schedule appointments, meetings, and conferences for staff, parents, and students using digital calendars.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of a multi-line telephone system, two-way radio and public address system.

Telephone techniques and etiquette.

Modern office practices, procedures and equipment.

Correct oral and written usage of English.

Interpersonal skills using tact, patience and courtesy.

Record-keeping techniques.

District organization, operations, regulations, policies and objectives related to position.

Oral and written communication skills.

Operation of a computer and assigned software.

Basic arithmetic.

ABILITY TO:

Operate a multi-line telephone system, two-way radio and public address system.

Perform receptionist duties.

Perform a variety of general clerical duties in support of an assigned school office

Answer telephones and greet the public courteously.

Learn school and program objectives, policies, procedures and goals.

Provide information in a clear and understandable manner.

Receive the public tactfully and courteously.

Operate a variety of office equipment including a computer and assigned software .

Type and enter data at an acceptable rate of speed.

Understand and follow oral and written directions.

Establish and maintain cooperative and effective working relationships with others.

Maintain records.

Receive, sort and distribute mail.

Communicate effectively both orally and in writing.

Complete work with many interruptions.

EDUCATION AND EXPERIENCE:

Education: Graduation from high school or equivalent.

Experience: One year of general clerical experience involving public contact or operation of a multi-line telephone system.

Any combination of training and/or experience that would likely provide the required knowledge and abilities may be considered.

LICENSES AND OTHER REQUIREMENTS:

Some incumbents may be required to be proficient in English and a designated second language and pass an oral and/or written proficiency test in a designated second language.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and office environment.
Constant interruptions.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person and on the telephone.
Dexterity of hands and fingers to operate a computer keyboard.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Lifting and carrying light objects (up to 25 pounds).
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

HAZARDS:

Contact with dissatisfied or abusive individuals