

<b>Receptionist</b>
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**DEFINITION**

Under supervision of the ROP Office Specialist, serve as a receptionist and switchboard operator in the ROP office.

**CLASSIFICATION**

This is a 10-month position performing receptionist duties in the main office at the Del Norte campus during the regular school year. This classification receives direct supervision from the ROP Office Specialist. This job classification requires diplomacy, customer service, human relations, communication, clerical skills and the ability to multi-task.

**EXAMPLES OF DUTIES**

1. Operate a telephone switchboard.
2. Receive and screen phone calls providing routine information, directing calls, and taking messages when necessary.
3. Greet, assist, and direct students, staff, and visitors.
4. Perform filing and other clerical duties including word processing and data entry to create forms, flyers, and routine correspondence as directed supporting instructional activities, instructors, and the instructional supervision team.
5. Receive and sign for mail and packages.
6. Process outgoing mail.
7. Assist with sorting and distribution of mail, faxes, and other deliveries.
8. Perform other related duties as assigned.

**QUALIFICATIONS**

Must be able to maintain cooperative and effective working relationships with the public, students, and staff; Must have ability to manage and prioritize multiple tasks; Must be able to operate personal computer; Must demonstrate the ability to operate MS Office applications including Word and Excel; Must be able to create forms and spreadsheets for data entry purposes; Must have knowledge of modern office practices, procedures, and equipment; Must have knowledge of numerical, alphabetical, and subject matter filing systems; Must be able to work with constant interruptions.

Requires a high school diploma. Requires excellent customer service, human relations, and communication skills. Must be able to learn and apply ROP policies and procedures and Education Code. Must be proficient in correct English usage, spelling, grammar, and arithmetic;

Candidates with ability to speak, read & write Spanish preferred.

**Knowledge of:**

1. Applicable State and federal laws, rules, and regulations.
2. ROP procedures and policies.
3. Effective office principles, procedures, and practices including filing systems and

- maintenance, telephone etiquette, and report writing.
- 4. Correct English usage, grammar, punctuation, vocabulary, and spelling.
- 5. Computer office software application programs utilized for word-processing.

Ability to:

1. Understand and carry out verbal and written directions.
2. Read, interpret and apply State and federal laws, rules, regulations, procedures, and ROP policies.
3. Use discretion in organizing activities and setting priorities to meet established deadlines.
4. Establish and maintain a variety of accurate filing systems and record keeping related to students and instructional activities.
5. Perform a variety of clerical with speed and accuracy.
6. Operate and enter data into computer utilizing MS Office applications.
7. Operate a variety of office equipment, including (but not limited to) personal computer, copy machine, printer, fax machine, calculator, postage meter, and other peripheral equipment.
8. Communicate effectively and tactfully with students, instructors, District staff, parents, and public in general.
9. Provide instructions and information to participants, staff, partner agencies, and the general public.
10. Prioritize, organize, and complete tasks in accordance with established policies and procedures.
11. Make arithmetic calculations.
12. Establish and maintain effective working relationships with those contacted in the course of the work.

PHYSICAL ABILITY

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is frequently required to walk and sit. The employee is frequently required to stand; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT

Employees in this classification work primarily indoors in an office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SALARY PLACEMENT

Schedule M / Range 14

*This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skills, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.*