



## 1113 RECEPTIONIST

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### **Classification Summary**

1. Performs telephone and personal receptionist work for a building, office or department. As main contact person, receives, screens, and answers inquiries from students, staff and general public; routes calls, gives directions and responds to requests for information where available. Operates a main centrex or multiple phone line system.
2. Performs other clerical and secretarial activities typically oriented to the specialized nature of the department, office, or building to which assigned.

### **Supervisory Relationships**

Supervised by one or more professional staff members. May train student helpers and provide direction as needed.

### **Examples of Duties**

1. Act as receptionist for staff and supervisors of office or building facility. Screen and route telephone calls, letters and visitors; answer routine questions and furnish information; compose routine correspondence and memos.
2. May arrange conference calls and place long distance and special billing calls; maintain records of calls.
3. Maintain office and staff calendar. Post public information on main reader boards.
4. Maintain file system; alphabetize, sort and save information for later use. File books, ledgers and documents.
5. Order office supplies and maintain inventory records.
6. May schedule appointments, make travel arrangements, set up conferences and meetings for supervisors. This might involve such tasks as locating a site, notifying participants and arranging supplies and packets of information for participants.
7. May maintain department accounts. In this function, may post account debits, verify or assign account numbers, total account entries and balance accounts, and transfer account information from one ledger to another.
8. May train student help for on-going or short-term project work.
9. May maintain records requiring compilation of varied information or data and prepare information for reports.

### **Required Knowledge, Skills and Abilities**

1. Knowledge of telephone systems and procedures, office equipment and business machines. Knowledge of district buildings and personnel.
2. Ability to respond to demands of public contact, to communicate skillfully orally and in writing, and to respond to emergency demands.

### **Minimum Qualifications for Class Entry**

1. High school diploma or equivalent.
2. Previous experience or training in centrex, P.B.X., and clerical work. Ability to type 50 wpm.

### **Work Environment**

Works in a school or standard office setting.