CLASS TITLE: SWITCHBOARD OPERATOR/RECEPTIONIST - HIGH SCHOOL

BASIC FUNCTION:

Under the direction of the High School Principal, operate a switchboard; greet and receive visitors, staff and students and direct to appropriate departments at an assigned high school.

REPRESENTATIVE DUTIES:

Operate a switchboard; greet and receive incoming calls and route to appropriate personnel or office; place, receive and complete long-distance calls; take and transmit messages and provide information as requested; report and follow up on phone problems. E

Greet visitors to the high school and refer to appropriate personnel and offices; provide routine information and directions as appropriate. E

Perform clerical duties such as filing, duplications, typing and maintaining routine records. E

Sort, open and distribute mail; assist in mailing activities as needed. E

Prepare, complete, file, distribute and maintain a variety of forms for the office including discipline, field trips and other forms; maintain inventory and order forms as needed. E

Issue parking stickers for staff and students and maintain related records. E

Operate a computer and other office equipment as assigned. E

Assure proper stock levels of vending machines; notify vendors of repairs as needed.

Train and provide work direction to student assistants.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Operation of a switchboard.
Telephone techniques and etiquette.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Modern office practices, procedures and equipment.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned office equipment.

ABILITY TO:
Operate a switchboard.
Understand instructions and questions.
Provide information and assistance to others according to established guidelines.
Speak clearly and distinctly.
Establish and maintain cooperative and effective working relationships with others.
Type at 45 words net per minute from clear copy.
Perform clerical duties such as filing, duplications, typing and maintaining routine records.
Complete work with many interruptions.
Train and provide work direction to others.
Prepare and maintain various forms.
Operate a computer and assigned office equipment.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of clerical experience involving switchboard operation and extensive public contact.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.

PHYSICAL ABILITIES:
Hearing and speaking to exchange information in person and on the telephone.
Reaching overhead, above the shoulders and horizontally.
Dexterity of hands and fingers to operate a computer keyboard.
Sitting for extended periods of time.

HAZARDS:
Contact with dissatisfied or abusive individuals.