

VISTA UNIFIED SCHOOL DISTRICT

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.